

21<sup>st</sup> May 2020

## COVID-19 – Guidance for Workplaces and Businesses Principles for the Development of Business Operating Processes & Procedures

This Guidance has been prepared by The Director of Public Health, Gibraltar for places and businesses wishing to mitigate COVID-19 risks. This guidance is also for those businesses that want to apply for a permit under the *Civil Contingencies Emergency (Coronavirus) (Catering and Other Establishments) (Construction and Shipbuilding and Repair) (No.3) Regulations 2020* in order to operate. For those requiring permits, you will need to submit an application form detailing your businesses operating processes and procedures. Such procedures must be in compliance with the guidelines set out below.

**Note: For businesses requiring permits**

Once a permit is issued, failure to comply with these guidelines may result with any permit issued being revoked.

Any business requiring a permit that chooses to operate without one will be committing an offence and be liable to prosecution.

### 1. Social Distancing

- a. People must not shake hands, kiss, hug or otherwise touch; exceptions are adults with dependents who do not have the capacity to self-care e.g. children or people with disabilities. In this matter, the carer will be assumed to be acting in the best interests of the dependent.
- b. People must remain as far apart as is reasonably practical. The optimal distance is more than 2 meters, but not all premises may be able to accommodate that. The use of floor tape or paint may be used to mark areas to help workers keep to an optimal distance. Work collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency in guidance across common areas, for example, receptions, staircases. Reconfigure seating and tables to maintain spacing and reduce face-to-face interactions.
- c. Where it is not possible to maintain the distance at workstations for example, consider using screens to separate people from each other. Consider installing screens to protect staff in receptions or similar areas. Create additional space by using other parts of the workplace or building that have been freed up by remote working.
- d. Manage occupancy levels to enable social distancing. Stagger break times of staff to reduce pressure on break rooms or canteens, and stagger entry of clients/staff to facilities to reduce congestion. Having more entry points to establishment may reduce congestion. Designating one-way flow at entry and exit points can help keep people moving.
- e. For swimming pools, cap numbers to allow social distancing, with fewer swimmers allowed inside a facility at any one time. Consider the use of fixed time slots.
- f. In an emergency, for example, in case of an accident or fire, people do not have to stay 2m apart if it is unsafe. People involved in the provision of assistance to others should

pay particular attention to sanitation measures immediately afterwards including washing hands.

## 2. **Hygiene**

- a. Hand washing or cleansing with gel (70% alcohol) must be frequent and regular. Provide handwashing facilities, or hand sanitizer if this is not possible, at all entry and exit points. Use signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available (see [Appendix 1](#)). Hand cleaning should cover all surfaces of the hand, including between the fingers and under the nails.
- b. Discourage the use of touch-based security devices and provide alternatives such as keypads, or showing a pass to security personnel at a distance.
- c. All surfaces touched by hands should be regularly cleaned, particularly those that may be shared, such as door handles, keyboards or telephones. Those who handle equipment, for example in a gym, should clean their hands and wipe down the equipment with an appropriate disinfectant, every time they change equipment.
- d. Consider how best to apply regular reminders and signage to maintain personal hygiene standards within your business/workplace. Provide hand sanitiser in multiple locations in addition to washrooms.
- e. Set clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible. Provide hand drying facilities, using either paper towels or electrical driers.

## 3. **Environment**

- a. Good air circulation is vital, but air conditioning is not. Out-door environments with good circulation of air are best. Open windows and doors frequently to encourage ventilation, where possible. Switch off air conditioning as a preferred option. Consider the use of a fan to encourage ventilation.
- b. Masks / face-coverings should only be worn indoors in order to stop the spread of viruses carried by asymptomatic and pre-symptomatic cases. These should be encouraged when the ability to maintain social distancing is difficult. Masks are not needed outdoors. Children age 2 years or younger must not wear a face covering because of the risk of suffocation. Face coverings are not required for children age 12 years or younger.
- c. Where someone is in a vulnerable category, they may need to wear a higher level of mask (FFP2, for example) in order to filter air entering their mouth. Surgical masks or home-made masks are adequate but must be worn appropriately, covering mouth and nose. Washing of own brand masks must be at least daily. Customers may be provided with masks.
- d. Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:
  - wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it
  - when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
  - change your face covering if it becomes damp or if you have touched it
  - continue to wash your hands regularly

- change and wash your face covering daily
- if the material of the mask is washable, wash it in line with manufacturer's instructions. If it is not washable, dispose of it carefully in your usual waste
- practise social distancing wherever possible

Face-coverings can be made at home; [read more from PHE](#).

e. Workplaces should not encourage the precautionary use of extra personal protective equipment (PPE) to protect against COVID-19 outside clinical settings. [Note: this does not include masks, as highlighted above]. If you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if you determine through your risk assessment that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit the user properly.

f. Use of disposable wipes will facilitate a higher level of hygiene.

g. For premises that usually provide drop-in access, appointments should be made instead; attendees can be collected and allocated to the relevant person/ place when required. Appointments should be the norm in service industries.

h. To further reduce the number of contacts each employee has, identify areas where people directly pass things to each other, for example office supplies, and find ways to remove direct contact, such as using drop-off points or transfer zones.

i. Cleaning with mild bleach and detergent is all that is necessary, but extra scheduled cleaning sessions should be routinely programmed. A record should be kept and a random check carried out to ensure the highest standards. Extra attention should be paid to shared equipment, door handles, counters, changing rooms, showers and toilets etc. Enhance cleaning for busy areas, and ensure frequent rubbish collection. Ensure cleaning takes place regularly, and at the end of the day.

j. Ensure there are clear procedures for goods and merchandise entering the site, to reduce transmission through contact with objects that come into the workplace. Restrict non-business deliveries, for example, personal deliveries to workers.

k. Use of cashless transactions, if relevant, is to be encouraged as it reduces chances of viral transfer.

l. Queues where people are standing for more than ten minutes must not be allowed to form without control; appointments-based attendance with timed slots would be best. Consider the use of markings and introducing a one-way flow at entry and exit points to keep people moving.

m. Showers/saunas should not be used without cleaning between household groups; Jacuzzis create aerosols and therefore should not be used at this time.

n. Reduce maximum occupancy for lifts, providing hand sanitizer for the operation of lifts and encouraging use of stairs wherever possible. Ensure that people with disabilities are able to access lifts.

o. If cleaning after a known or suspected case of COVID-19 then extra considerations will need to be made; please refer to [PHE guidance for non-healthcare settings](#) and/or the [ECDC cleaning recommendations](#).

## **Note: For Gyms**

The carrying capacity of a venue should be determined by an exclusive area of 10 meter squared per person. This is a pragmatic compromise between safety and business. Where equipment is to be shared e.g. sports/exercise, then competitors should be asked to hand clean before using the equipment, and the item should be cleaned prior to use. Normal regimes for the cleaning of towels should apply, but extra note needs to be made of frequency and timing of these. This is to ensure that the virus does not persist. The cleaners themselves may be asymptomatic/pre-symptomatic, so they need to be supervised to ensure they are wearing face coverings.

### **4. Monitoring**

- a. Ensure all those entering your premises are aware of the signs and symptoms of COVID-19 ([Appendix 2](#)). All staff when they come on duty should complete a declaration of symptoms using a check-list, which should be documented.
- b. Routine temperature monitoring is not necessary, though it may act as another layer of vigilance. Taking a paracetamol may be all it takes to avoid alerting the system, so checks really need to be at the beginning and the end of the working shift.
- c. Industry specific advice should be adhered to e.g. Environment Agency.
- d. Lifeguards enforcing COVID-19 guidance must remain on pool decks, or visible on beaches, during all established operating hours.

### **5. Timing**

- a. Certain client groups are more vulnerable and should not mix with others e.g. elderly. Consider having a designated time for these groups. Remember, the vulnerable groups include those currently receiving cancer care.
- b. Due to social distancing and spacing the carrying capacity will be reduced.

### **6. Shifts**

- a. Contact tracing will identify and isolate everyone deemed to have been exposed for ten days. If staff are used to sharing a car or sharing a coffee or meal collectively, they should maintain social distancing. Otherwise the entire shift will have been compromised and will have serious implications for the business.
- b. Consider, where possible, to divide the workers into separate shifts. This will ensure that there is resilience in the business.
- c. Provide packaged meals or similar if appropriate to avoid fully opening canteens; encourage staff to bring their own food. Regulate the use of any locker rooms, changing areas and other facility areas to reduce concurrent usage. Encourage the storage of personal items and clothing in personal storage spaces, for example lockers, during shifts.
- d. Consider the provision of additional parking or facilities such as bike racks to help people walk, run, or cycle to your premises. If applicable, limit passengers in corporate vehicles; this can include leaving seats empty.
- e. Ensure all workers understand COVID-19 related safety procedures. Provide clear, consistent and regular communication to improve understanding and consistency of ways of working. Use simple, clear messaging to explain guidelines using images and clear language. Extra consideration should be given to those who do not have English as a first

language. Use visual communications, for example whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications. Engage with workers through existing communication routes and worker representatives to explain and agree any changes. Highlight awareness and focus on the importance of mental health at times of uncertainty.

## 7. **Health and Well-being**

- a. The employer has a duty of care for the employee. Evidence shows that being overweight and smoking increase the risk of a severe outcome to COVID-19. Employers should monitor and endeavour to support health improvement. Support and help is needed, not opprobrium.
- b. Smoking breaks should not be allowed as they encourage removal of masks, as well as penalise that worker with a worse outcome. This is not a personal choice, but a business critical issue.
- c. Mental Health and wellbeing is a particular concern, especially where there is stress throughout the community. This may be manifest through self-medication e.g. alcohol or through other prescribed drugs. A good employer ensures that the wellbeing of their workforce remains to the fore, and this is often seen in reduced sickness absence, and higher customer satisfaction. Employers should consider joining a business wellbeing scheme, and/or offering access to occupational health services.
- d. Help from Public Health is available to support such recommendations.

## 8. **Attendance Registers**

- a. Gymnasiums are required to maintain a daily register of attendees should this be required for contact tracing purposes.
- b. Gymnasiums may be asked to supply list of such attendees to the Contact Tracing Bureau. Gymnasiums must ensure that they comply with the requirements of the Data Protection Act.
- c. Face-coverings / masks, hand-washing with social distancing and regular cleaning of gym equipment are all filters designed to reduce the spread of the virus. By breaking the cycle of infection, we ensure that we can resume a more normal life.

## Understanding the Principles

1. The virus (SARS-CoV-2) is believed to spread by way of droplets, and hence through coughing and sneezing. On average a droplet spreads to one meter, but can spread as far as two meters. Symptoms are like a cold but more info is at <http://covid.gj>.
2. The virus is found in mouth, nose and eye secretions (such as tears). This virus can also be found in stools, but there is no evidence – as yet – that it spreads this way. Prudence suggests that we take necessary precautions e.g. cleaning of toilets; use of Jacuzzis is not recommended.
3. We touch somewhere on our heads with our hands around 20 times an hour or more, often without knowing it.
4. Viruses that spread in a similar way to SARS-CoV-2 tend to spread by people contaminating their hands (when they cough/sneeze etc.,) and then touching surfaces. The viruses remain on those surfaces when someone else touches them, and then they carry the virus. It then passes onto their head, especially their mouth, nose, and eyes (see 3). Surfaces of particular concern are door handles, table tops, computer mice & keyboards.
5. This virus can stay active on paper (including tissue paper) for less than 3 hours, but on masks for up to 7 days. It stays on woven fabric for 1 day and on plastic/steel for 4 days – All at room temperature, indoors. The virus may survive for less time outside, but that has not been determined. The virus can be deactivated by normal cleaning with detergents and mild bleach. Cleaning of surfaces, especially door handles and toilets is therefore important.
6. Hand washing or cleaning with gel (70% alcohol) is an important way to prevent the spread of infection, as well as limiting the spread to others. The more times the hands are cleaned, the less the risk of spread.
7. Masks can act as filters, especially those rated as FFP3, but these are really only to be used for clinical staff providing personal care in aerosol generating areas. The more common masks, such as surgical masks only act as filters for a limited time, typically 15 minutes. Their primary function is to restrict the flow of infected droplets from the mouth of someone who may be infected – and may not know it (they may be asymptomatic, or re-symptomatic). Where social distancing cannot be practiced, a mask may protect others from your germs. Masks should not be worn on the chin or forehead, as neither are connected to the nose or mouth. Indeed, mask removal should only be done by removing the loops behind the ears/neck. Touching the surface of the mask only exposes to the collected concentrated germs on the surface. Mouth coverings, if they are cleaned/washed daily, and also cover the nose are fine; 3 layers is considered adequate.
8. Where there is a good flow of air, and in an outside environment, masks are not necessary, but tools and handles will still collect the virus. Swimming in chlorinated or salt water is generally considered safe, but aerosolised water in shared showering facilities may prove to be hazardous both pre- and post-swimming. Therefore, only one person in one partitioned area at a time is allowed, if showering is allowed. Cleaning between clients is encouraged, especially if they come from different households.
9. Regular cleaning/disinfection of areas/tools that collect germs, is therefore a mainstay of protecting staff and customers. In outdoor settings this is less necessary, but hand cleansing is the mainstay of protecting self and others. Use 111 to advise on symptoms.
10. Communal activities should endeavour to limit contact between people who do not belong to their household as this increases the chance of spread across the whole community.

**Note:** Contact Tracing means that anyone who has spent more than 15 minutes less than 2 meters from a known positive case within the previous 48 hours will be required to isolate, beginning with their household contacts. Only first degree contacts are of interest.

## **Appendices**

These posters provide examples of guidance and may be printed and utilised should a workplace or business wish to avail themselves of the resource.

Appendix 1 – Hand cleaning poster

Appendix 2 – Symptoms Checklist



# Hand-washing technique with soap and water



1  
Wet hands with water



2  
Apply enough soap to cover all hand surfaces



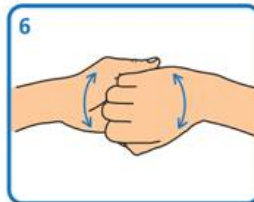
3  
Rub hands palm to palm



4  
Rub back of each hand with palm of other hand with fingers interlaced



5  
Rub palm to palm with fingers interlaced



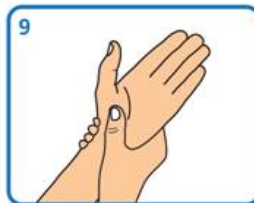
6  
Rub with back of fingers to opposing palms with fingers interlocked



7  
Rub each thumb clasped in opposite hand using a rotational movement



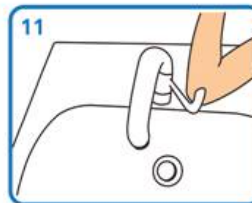
8  
Rub tips of fingers in opposite palm in a circular motion



9  
Rub each wrist with opposite hand



10  
Rinse hands with water



11  
Use elbow to turn off tap



12  
Dry thoroughly with a single-use towel



13  
Hand washing should take 20-30 seconds



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Adapted from World Health Organization *Guidelines on Hand Hygiene in Health Care*

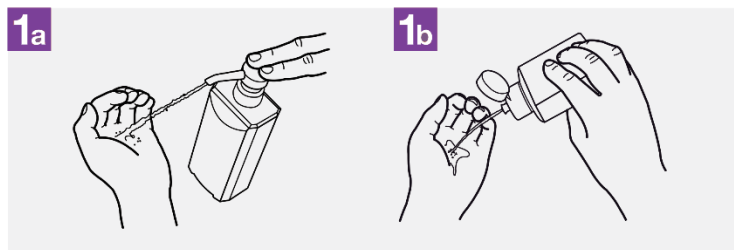




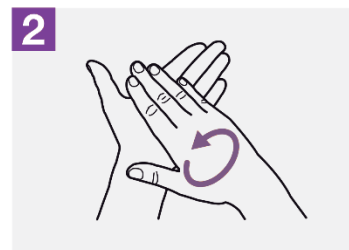
# CLEAN HANDS SAVE LIVES

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

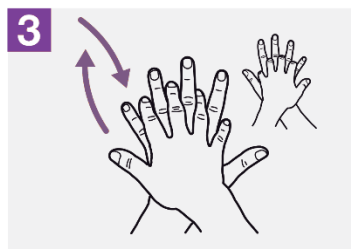
 Duration of the entire procedure: 20-30 seconds



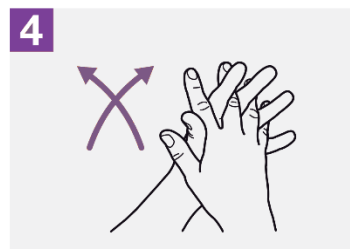
Apply a palmful of the product in a cupped hand, covering all surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



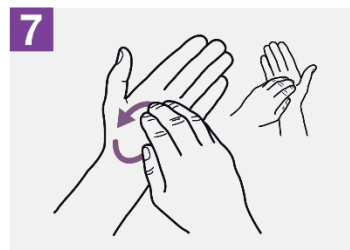
Palm to palm with fingers interlaced;



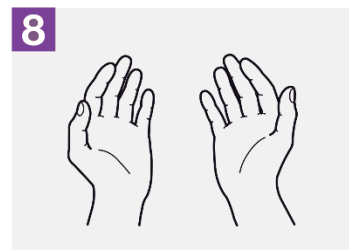
Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Once dry, your hands are safe.



ready to use



# COVID-19 Symptoms

Know what to look for!

If you have any of the symptoms listed:

- GO HOME IMMEDIATELY
- SELF ISOLATE
- CALL 111 FOR ADVICE

For more information, see [covid.gi](https://covid.gi)



## KEY SYMPTOMS:

- Fever (temperature over 37.8°C)
- Dry or chesty cough (producing phlegm)
- Shortness of Breath (unable to complete a sentence without pausing to breathe)
- Loss of appetite, sense of smell, and/or taste
- Headache
- Muscle pain/body ache
- Sore throat
- Burning/hot eyes

## Associated symptoms:

- Dizziness
- Malaise/ fatigue
- Loose stools/ diarrhoea
- Nausea/vomiting
- Runny or blocked nose

# COVID-19/ CORONAVIRUS SYMPTOMS & ACTIONS



## IF YOU HAVE...



Fever



New onset  
cough



Shortness  
of breath



Sore  
throat



Flu-like  
symptoms

## PLEASE...

1

GO  
HOME

2

SELF-  
ISOLATE

3

CALL  
111

Find out more: [www.covid.gi](http://www.covid.gi)