



Bounce back to business

Helping you re-open to the new normal
All you need to know

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Introduction

This guide is designed to help businesses get back on their feet after a period of closure. Making sure you bring your business back into operation ensuring the safety of your staff, customers and visitors.

For information regarding business closures refer to the [Government guidance](#) explaining what businesses are able to open.

This guide is relevant to all businesses although not all parts of the guide may be applicable to everyone. It is impossible to cover every scenario and all businesses are individual, if you have any specific questions please do get in touch via businessadvice@cornwall.gov.uk or leave a message on 0300 1234 212 (option 4) and we will get back to you.

You can't just open – Plan-do-check-open

Once the Government give the green light to open, stop, think, plan, do check and then when you have everything in place open with confidence and pride.

Stage one GET READY

Stage two OPEN

Working Safely - Coronavirus

During the coronavirus (COVID 19) outbreak, it is important for businesses to operate where it is safe to do so. This guidance is designed to help you work safely and control the risks associated with running your business at this time.

It runs through a basic overview of precautions that may be needed but also links you to relevant guidance and specific industry guidance. No two businesses are the same, so it is important you consider your working practices and building layout in assessing how you control the risks.

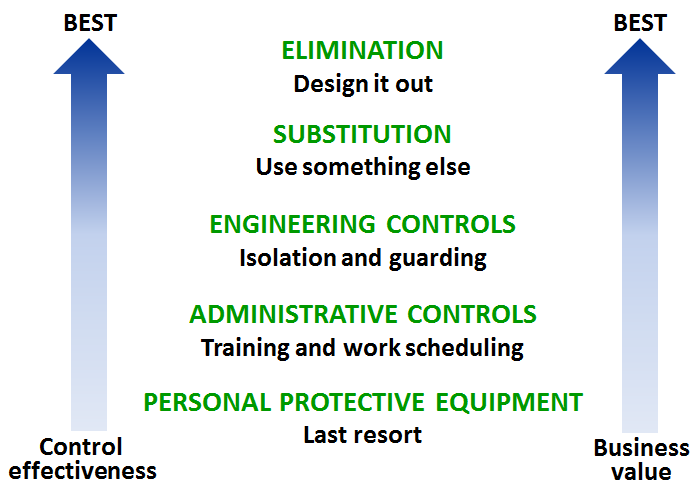
Risk assessment

Everyone needs to assess and manage the risks of COVID-19. As an employer, you also have a legal responsibility to protect workers and others from risks to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.

The virus can spread directly from person to person through coughs and sneezes and the droplets reaching the nose, mouth or nose of another person. Also, through touching a contaminated surface and then touching the face – nose, mouth or eyes. This could happen for instance, when touching door knobs, work surfaces and then touching the face.

You must make sure that the risk assessment for your business addresses the risks of COVID-19. A risk assessment is not about creating huge amounts of paperwork, but rather about identifying sensible measures to control the risks in your workplace.

You must: identify what work activity or situations might cause transmission of the virus; think about who could be at risk; decide how likely it is that someone could be exposed; act to remove the activity or situation, or if this isn't possible, control the risk (based on the hierarchy of controls). PPE should be the final result



If you have fewer than 5 workers, or are self-employed, you don't have to write anything down as part of your risk assessment. Your risk assessment will help you decide whether you have done everything you need to.

You should share the risk assessment with your employees and if you employ more than 50 staff the Government is requiring you to do this.

Risk Assessment Guidance

- [HSE guidance on risk assessments](#)
- The Institute of Occupations Safety and Health (IOSH) have published a guide - [COVID19 Risk Assessment Guidance](#)
- An example risk assessment has been produced by NIHSE (this must not be copied but will give an idea of the process and structure you may wish to follow) - [Template](#)

Consultation

Employers also have a duty to consult their people on health and safety. You can do this by listening and talking to them about the work and how you will manage risks from COVID-19. The people who do the work are often the best people to understand the risks in the workplace and will have a view on how to work safely. Involving them in making decisions shows that you take their health and safety seriously. You must consult with the health and safety representative

selected by a recognised trade union or, if there isn't one, a representative chosen by workers. As an employer, you cannot decide who the representative will be.

At its most effective, full involvement of your workers creates a culture where relationships between employers and workers are based on collaboration, trust and joint problem solving. As is normal practice, workers should be involved in assessing workplace risks and the development and review of workplace health and safety policies in partnership with the employer.

Who should go to work?

- You should think about: where and how your work is carried out, consider if there are jobs and tasks that can be changed to reduce risk;
- identifying everyone in your business who can work from home – if they can, they should; providing equipment needed for employees to work safely and effectively at home (for example laptops, mobile phones, video conferencing equipment);
- keeping in regular contact with people working from home, making sure you discuss their wellbeing and helping them to feel they are still part of the workforce;
- where it is not possible to work from home, the guidance on social distancing and hygiene (handwashing with soap and water often, for at least 20 seconds) should be followed;
- Keep staffing numbers down to the minimum number of people needed to carry out work tasks safely.

Working safely during the coronavirus outbreak

You should think about how you can organise your work area so that you can keep people 2m apart, where possible:

- physically arrange work areas to keep people 2 m apart;

- mark areas using floor paint or tape to help people keep a 2 m distance;
- provide signage to remind people to keep a 2 m distance;
- avoid people working face-to-face, for example working side-by-side or back to back.
- Check if customers might cross a route to the kitchen or counter, will this hinder staff, you will have to work round it or close a facility where there is cross over.

Where you cannot keep a 2 m physical distance, you should think about:

- assigning one person per work area;
- reducing the number of people in the work area;
- assigning and keeping people to shift teams (sometimes known as a cohort), that is people on the same shift working in the same teams, to limit social interaction;
- keeping the number of people working less than 2 m apart to a minimum;
- using screens to create a physical barrier between people.

You need to think about how to keep the work area clean and prevent transmission by touching contaminated surfaces. You should consider the following:

- decide on how frequently you need to clean the work area, equipment and vehicles, for example cleaning at the end of each use if equipment is shared between people or between shift changeovers;
- identify objects and surfaces that are touched regularly and decide how frequently you clean them;
- provide hand sanitiser for people getting in and out of vehicles or handling deliveries, if they are unable to wash their hands

Getting into and leaving work

You should think about:

- identifying where people can travel alone in their own transport (or walk, or cycle if it is safe to do so) when getting to and from work to maintain social distancing;
- staggering arrival and departure times so people can keep to the 2 m social distancing rules by not using entry/exit points at the same time;
- providing handwashing facilities (running water, soap and paper towels) at entry/exit points. People should be able to wash their hands when they get to work and leave. If this is not possible, provide hand sanitiser.

Moving around

You need to think about how people travel through work environments.

- Permit only essential trips within buildings, sites and properties, to maintain social distancing as much as possible.
- Restrict the amount that people rotate between jobs and equipment.
- Limit the number of people who use lifts and work vehicles.
- Reduce the number of people in high traffic areas including lifts, corridors, turnstiles and walkways.
- Mark areas using floor paint or tape to help people keep a 2 m distance.
- Consider introducing temporary pedestrian walkways to allow people to maintain social distancing when moving around.

Common areas

You should review the common areas used in your business including canteens, toilets, showers, and changing facilities. You need to think about:

- physically moving tables/chairs so they are 2 m apart;
- staggering breaktimes so that people are not using break rooms, canteens, rest areas or changing facilities at the same time to maintain social distancing;
- where this is not possible, creating additional space for people to take their breaks in;
- marking areas using floor paint or tape to help people keep a 2 m distance;
- using outside areas for breaks if the locations are suitable and it is safe to do so;
- encouraging workers to stay on-site during working hours.

Where you cannot keep a 2 m physical distance, you need to think about how to keep common areas clean and prevent transmission by touching contaminated surfaces. You should think about:

- how frequently you need to clean the common areas of your business;
- identifying objects and surfaces that are touched regularly and decide how frequently you clean them;
- setting clear guidance for the use of rest areas, toilets, showers, and changing facilities to make sure they are kept clean.

Good hygiene

You need to think about:

- ensuring that you have handwashing facilities that provide running hot and cold water, soap and paper towels;
- providing hand sanitiser in addition to washing facilities;
- using signs and posters to increase awareness of good handwashing technique;
- providing regular reminders on avoiding touching your face and to cough/sneeze into your arm;
- providing hand sanitiser in multiple locations in addition to washrooms;
- setting clear guidance for the cleaning of toilets, showers and changing facilities to make sure they are kept clean;
- setting clear guidance on how to handle goods, merchandise and materials and when cleaning procedures need to be followed.

Hand Washing

All employees must wash their hands and maintain good hygiene practices throughout the day.

Employees should wash their hands for 20 seconds, on arrival and leaving the site, and regularly throughout the day especially after blowing the nose, coughing or sneezing, after using toilet facilities and at breaks.

Where PPE gloves are used, dispose of immediately after use and wash hands on removal of gloves. Remember: Use of gloves is not a substitute for good hand hygiene practices.

Information and guidance

You need to think about:

- providing people (including workers and others) with information on procedures, guidance or ways of working that have been introduced;
- sharing this information with them before they start work; sharing this information with others who are not your workers (for example visitors, customers or contractors), where required. This could include signs or notices;
- how you will pass information and guidance to people who don't have English as their first language and others who may struggle with written and verbal communication;
- holding conversations with your workers, listening to and acting on their concerns.

PPE (personal protective equipment)

Continue providing the PPE that you normally use to protect yourself or workers, for example exposure to wood dust, flour, welding fume, silica dust. Each employee should have their own personal PPE and it should not be shared.

Retail Customers

You need to minimise opportunities for the virus to spread by maintaining a distance of 2 metres between individuals. This advice applies to both inside the business and in the external public areas where customers may wait or queue. The practical implementation of this advice will depend on the local circumstances. This may be best evaluated by the manager; however, a few general indicators may be relevant to the majority of premises:

- use additional signage to ask customers not to enter the premises if they have symptoms
- regulate entry so that the premises do not become overcrowded, set limits on numbers and enforce as required

- use floor markings inside the commercial spaces to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas, such as serving counters and tills
- where possible introduce a one way system for aisles
- use vertical signage to direct customers into lanes if feasible to facilitate movement within the premises while maintaining 2 metre distance
- make regular announcements to remind customers to follow social distancing advice and clean their hands regularly
- place plexiglass barriers at tills, counters and reception areas if feasible, as an additional element of protection for workers and customers
- encourage the use of contactless payments where possible, without disadvantaging older or vulnerable customers
- provide additional pop-up handwashing stations or facilities if possible, providing soap, water and hand sanitisers

Deliveries

Plan in order to maintain social distancing. If large deliveries come through public areas it may be necessary to conduct outside opening hours or temporarily close the premises. All areas or touch points that drivers have contacted with their hands must be sanitised e.g. door handles, freezer handles. Unless the driver has their own hand washing facility they must wash their hands as soon as they enter the premises. They must have access to washing and welfare facilities.

Further guidance COVID19

General Government guidance

- [Guidance for employers and businesses on COVID19](#)
- [POSTER - Guidance for employers and businesses on COVID-19](#)

Health and Safety Executive

- [Social distancing, keeping businesses open and in-work activities during the coronavirus outbreak](#)
- [Regulating occupational health and safety during the coronavirus outbreak](#)

Food Standard Agency

<https://www.food.gov.uk/business-guidance/adapting-restaurants-and-food-businesses-for-takeaway-and-food-delivery-during-covid-19>

<https://www.food.gov.uk/business-guidance/food-safety-for-food-delivery>

Sector Specific

Working Safely Guides from the UK Government

- [Construction and other outside work](#)
- [Factories, plants and warehouses](#)
- [Lab and research facilities](#)
- [Offices and Contact Centres](#)
- [Other people's homes](#)

- [Restaurants offering takeaway and delivery](#)
- [Shops and branches](#)
- [Vehicles](#) (Working in or from vehicles)

British Retail Association Guidance

- [Recommended implementation practices for Non-Food Retail Stores](#)

Horticultural Trade Association

- [Safe Trading Guidance – Garden Centres](#)

Cleaning and disinfection

General and non-health care

We all have our own premises specific cleaning schedule, but do we need to consider something different to remove Coronavirus from surfaces?

Your current regime may be sufficient if you are happy no one with symptoms have been in your premises, but how do you know?

Good practice would dictate you assume Covid 19 is present, but don't worry it can be cleaned away, just be diligent and don't forget regular 20 second thorough hand washing.

Hand contact points are always important and should be cleaned more regularly than other surfaces. Don't just think about the kitchen and servery or shop area, what about customer areas as well. Pay particular attention to surfaces that are in constant use or shared, door handles, touch screens, hand rails as well as the usual ones. Personal items are also worth a clean, mobile phones, car keys etc.

You all know the importance of looking for sanitizers and disinfectants which comply to BS:EN 1276 to reduce pathogenic bacteria to safe levels, well to destroy viruses they must conform to **BS:EN 14476**. Examples are alcohol solutions (greater than 60% strength), peracetic acid, sodium hypochlorite, hydrogen peroxide, and others, talk to your cleaning chemical supplier. Always **read the label** and follow manufacturer's instructions to the letter. Ensure you have a fail-safe method to ensure you are always using the **right dilution**, or better still look for a ready to use product. Don't forget the **contact time**, if its 2 minutes leave the surface wet with the sanitizer disinfectant for 2 minutes or whatever it states. **Train your staff** in their use.

PPE - do we need masks or gloves, check the instructions but you may need to issue other protection to staff cleaning.

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe>

Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids can be cleaned thoroughly as normal.

All surfaces that the symptomatic person could have come into contact with must be cleaned and disinfected, including:

- objects which are visibly contaminated with body fluids
- all potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells

Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below:

- use either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available Chlorine
- or
- a household detergent followed by disinfection (1000 ppm av.Cl.). Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants
- or
- if an alternative disinfectant is used within the organisation, this should be checked and ensure that it is effective against enveloped viruses

Avoid creating splashes and spray when cleaning.

Any cloths and mop heads used must be disposed of and should be put into waste bags as outlined below.

When items cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning should be used.

Any items that are heavily contaminated with body fluids and cannot be cleaned by washing should be disposed of.

Further Information

- [Guidance to Cleaning & Disinfection Regime with respect to Coronavirus](https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings)
<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

	General settings	Non-healthcare settings
Surfaces	Neutral detergent	Neutral detergent and Viricidal disinfectant or 0.05% Sodium Hypochlorite or 70% ethanol
Toilets	Viricidal disinfectant or 0.1% Sodium Hypochlorite (optional)	Viricidal disinfectant or 0.1% Sodium Hypochlorite
Textiles	n/a	Hot-water cycle (90°C) and regular laundry detergent (alternative: lower temperature cycle + bleach or other laundry products)
Cleaning equipment	Single use disposable or non-disposable cleaned at the end of the cleaning session	Single-use disposable or Non-disposable disinfected with: Viricidal disinfectant or 0.1% sodium hypochlorite
PPE for cleaning staff	Apron Gloves	Surgical mask Uniform and plastic apron Gloves
Waste management	General waste	In a separate bag in the general waste. (These should be double-bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished)
Notes	<p>In the event a suspected or confirmed case of COVID-19 has been in a specific location (e.g. public waiting area, office space, hotel room, as well as a regular houseroom for self-isolation), this should be first well ventilated with fresh air for a minimum of 1 hour, and then carefully cleaned with a neutral detergent, followed by disinfection of surfaces using a disinfectant effective against viruses. 0.1% sodium hypochlorite, or other licensed viricidal products following the manufacturer's instructions. Alternatively, 0.05% sodium hypochlorite (dilution 1:100, if household bleach is used, which is usually at an initial concentration of 5%). For surfaces that can be damaged by sodium hypochlorite, products based on ethanol (at least 70%) can be used for decontamination after cleaning with a neutral detergent. Textiles can be washed using a hot wash(90°C)</p> <p>In general, alcohol-based disinfectants (ethanol, propan-2-ol, propan-1-ol) have been shown to significantly reduce infectivity of enveloped viruses like SARS-CoV-2, in concentrations of 70-80% with one-minute contact time</p>	
Warning	Always complete a COSHH risk assessments and ensure you have the cleaning products Hazard Data Sheet	

Cleaning and disinfection

Extra considerations when cleaning in health care settings

- Healthcare setting areas (patient rooms, waiting areas, procedure rooms, resuscitation rooms) where a suspected or confirmed case of COVID-19 has been assessed or hospitalised should be first ventilated well.
 - Rooms where aerosol generating procedures (AGP) have been performed (bag-valve ventilation, intubation, administration of nebulised medicines, bronchoscopy, etc.) need to be ventilated with fresh air for 1–3 hours, if they are not functioning under negative pressure, before cleaning and admitting new patient(s).
 - In buildings where windows do not open and the ventilation system functions in a closed circuit, High-efficiency particulate air (HEPA) filtration should be used for the recycled air. Other options may include, after expert engineering advice: placing temporary HEPA filters over the vents and exhausts in the rooms housing COVID-19 patients or using a portable HEPA air filtration system placed in close proximity to where the patient was located.
- After ventilation, the above mentioned areas should be carefully cleaned with a neutral detergent, followed by decontamination of surfaces using a disinfectant effective against viruses. Several products with virucidal activity are licensed in the national markets and can be used following the manufacturer's instructions. Alternatively, 0.05% sodium hypochlorite (NaClO)₁ (dilution 1:100, if household bleach is used, which is usually at an initial concentration of 5%) is suggested. For surfaces that can be damaged by sodium hypochlorite, products based on ethanol (at least 70%) can be used for decontamination after cleaning with a neutral detergent.
- Cleaning of toilets, bathroom sinks and sanitary facilities need to be carefully performed, avoiding splashes. Disinfection should follow normal cleaning using a disinfectant effective against viruses, or 0.1% sodium hypochlorite.
- All textiles (e.g. towels, bed linens, curtains, etc.) should be washed using a hot-water cycle (90°C) with regular laundry detergent. If a hot-water cycle cannot be used due to the characteristics of the material, bleach or

other laundry products for decontamination of textiles need to be added to the wash cycle.

- The use of single-use disposable cleaning equipment (e.g. disposable towels) is recommended. If disposable cleaning equipment is not available, the cleaning material (cloth, sponge etc.) should be placed in a disinfectant solution effective against viruses, or 0.1% sodium hypochlorite. If neither solution is available, the material should be discarded and not reused.
- The use of different equipment for cleaning the different areas of healthcare settings is recommended.
- In the event of shortage of cleaning equipment, the cleaning process should start from the cleanest areas moving to the dirtiest areas (e.g. an area where AGP have been performed).
- Staff engaged in environmental cleaning in healthcare settings should wear PPE. Due to the current shortage of PPE, the following minimal PPE set is suggested for use when cleaning healthcare facilities likely to be contaminated by SARS-CoV-2:
 - surgical mask
 - disposable long-sleeved water-resistant gown
 - gloves.
- The use of a filtering facial piece (FFP) class 2 or 3 should be considered when cleaning facilities where AGP have been performed. The use of heavy-duty gloves should be also considered.
- Hand hygiene should be performed every time PPE, such as gloves, are removed
- Staff engaged in waste management should wear PPE. Waste should be treated as infectious clinical waste category B (UN3291) [10] and handled in accordance with healthcare facility policies and local regulations.

Fogging

Fogging of disinfectants may prove to be of benefit as an additional control measure following through cleaning and disinfection before you fog.

Fogging should never be seen as a replacement for traditional cleaning and disinfection, but as an additional control if required. Like bleach, it will only disinfect the surfaces it lands on it will not remove contamination. It will reduce airborne and surface viral and bacterial loads. (ensure you are using a suitable disinfectant conforming to BS:EN 14476.

It will also disinfect but not clean difficult to get to areas and high surfaces.

Healthcare settings	
Surfaces	Neutral detergent and Viricidal disinfectant or 0.05% Sodium Hypochlorite or 70% ethanol
Toilets	Viricidal disinfectant or 0.1% Sodium Hypochlorite
Textiles	Hot-water cycle (90°C) and regular laundry detergent (alternative: lower temperature cycle + bleach or other laundry products)
Cleaning equipment	Single-use disposable or Non-disposable disinfected with: Viricidal disinfectant or 0.1% sodium hypochlorite
PPE for cleaning staff	Surgical mask Disposable long-sleeved water-resistant gown, Gloves (FFP2 or 3 respirators, (valved or non-valved), when cleaning facilities where aerosol-generating procedures have been performed
Waste management	Clinical waste
Notes	In the event a suspected or confirmed case of COVID-19 has been in a specific location (e.g. public waiting area, office space, hotel room, as well as a regular houseroom for self-isolation), this should be first well ventilated with fresh air for a minimum of 1 hour, and then carefully cleaned with a neutral detergent, followed by disinfection of surfaces using a disinfectant effective against viruses. 0.1% sodium hypochlorite, or other licensed viricidal products following the manufacturer's instructions. Alternatively, 0.05% sodium hypochlorite (dilution 1:100, if household bleach is used, which is usually at an initial concentration of 5%). For surfaces that can be damaged by sodium hypochlorite, products based on ethanol (at least 70%) can be used for decontamination after cleaning with a neutral detergent. Textiles can be washed using a hot wash (90°C) In general, alcohol-based disinfectants (ethanol, propan-2-ol, propan-1-ol) have been shown to significantly reduce infectivity of enveloped viruses like SARS-CoV-2, in concentrations of 70-80% with one-minute contact time
Warning	Always complete a COSHH risk assessments and ensure you have the cleaning products Hazard Data Sheet

Food Safety -

Chilled and frozen storage

Refrigerators and cold rooms

When you first walk into your kitchen, factory production areas, if you smell something strange it could be a couple of things, one rotting food, two see pest control.

When you went into lock down you should have emptied refrigerators, cleaned them and left them open. If they still had food in them this may be the cause of the smell. Empty all your fridges and turn them off.

Any food left in the fridges or cold rooms should be disposed of and not used.

Thoroughly clean and disinfect all your fridges and cold rooms, inside and out, don't forget the door seals. Dry the inside of the fridge or cold room.

Note any damage to shelving and seals and replace them if required. Damaged shelves can be re powder coated. Turn back on and leave for 24 hours to ensure the unit is working properly and able to keep high risk foods at or below 8°C. If not call your fridge engineer and do not use the fridge/cold room until it is repaired and working properly.

Motor compressors get dirty and should be lightly cleaned with a clean brush or Hoover, but careful you don't want to damage it.

Freezers

Check your freezers, if they are badly iced up, it probably means the door or lid was not properly closed.

If there appears to be ice crystals this also suggests the freezer has lost power at some point during the lockdown.

You won't know when this happened and must consider disposing of the food in the freezer. If you use the food and someone becomes ill, you will be responsible.

Check the door does it close properly, if not call your refrigeration engineer and have the door repaired or replaced. If the door seal is damaged replace it.

Any freezers left empty should be defrosted, thoroughly cleaned and disinfect, dry and turned on for 24 hours before being restocked.

If freezers are badly iced up they should be emptied. Place the food in another working freezer, ensuring separation of raw and ready to eat foods. Once defrosted, thoroughly cleaned and disinfect, dry and turn on for 24 hours before being restocked.

Do I need to change my refrigeration and freezer procedures because of Coronavirus?

No, there are no requirement to change the temperature of your fridges and freezer, freezers should run at -18°C . Fridges and cold rooms should be able to keep foods at or below 8°C

Remember

Check your HACCP or Food Safety Management System (for example Safer Food Better Business (SFBB) to ensure you are aware of your procedures to keep food safely refrigerated or frozen

Ice machines

Before you use your ice machine ensure it is turned off and empty. Following the manufacturer's instructions ensure it is thoroughly cleaned and disinfected before next used. You may wish to use the services of a professional ice machine cleaning service.

Thoroughly clean and disinfect any ice buckets and scoops. Scoops should not be stored in the ice cavity. Store them so they will be maintained in a clean condition away from contamination, at the end of the shift ensure the scoops are cleaned and disinfected preferably through the glass machine. They should be cleaned frequently throughout the shift.

Ambient/dry store

Check all ambient packaged foods for damage from pests e.g. rats, mice, cockroaches etc. Dispose of any damaged foods and thoroughly clean the dry store. If there is evidence of any pests, call your pest control contractor immediately and arrange a visit. Do not open the premises whilst there is pest activity on the premises

- Check all ambient stored food stuffs and dispose of anything without a label
- Check all food to check it is in date.
- Thoroughly clean the dry store, allow to dry and return food tidily, stored off the floor.
- Thoroughly clean and disinfect any containers used to store open packs of food. Ensure allergen control is strictly maintained. Do not cause cross-contamination from allergenic products.
- Repair any structural damage, replace damaged shelving.

Check the entire building, all store rooms, cellars, cupboards, fridges, freezers, bar fridges etc. for any out of date foods, foods left in dispensers, open condiment jars, waste oil drums. Empty dispensers and thoroughly clean and disinfect, if you are unable to clean them replace them. Dispose of any waste oil using your waste oil contractor. Waste oil will attract pests to your premises.

Further guidance

<https://www.food.gov.uk/business-guidance/cleaning-effectively-in-your-business>

Stock Control

When checking your stock, dispose of any food beyond its “Use by” date. It is good practice to dispose of food (or donate food of suitable quality), beyond its “Best before” date. Food past its best before date is a quality issue, the manufacturer is saying it might not be at its best after this date.

Ensure all your food is stored in date order so that the oldest, and in date, food is used first.

While you are checking food stock levels draw up your shopping list, remember you might not need to replace everything if you are running a condensed menu. Don't over stock.

Cleaning and disinfection

Dishwasher and glasswashers

Run your dishwasher/s and glass washer/s empty through a hot wash cycle. Ensure the nozzles are free from blockage or scale. Ensure the drain is free running, unblock if required.

Make sure you have adequate supplies of detergent and rinse aid. Ensure any dosage system is working correctly. Is the wash and rinse cycle running at the correct temperature? This can vary depending on the make, but the rinse should be at least 80°C for at least 6 seconds. Call an engineer if required to repair or service any faulty appliance.

Hand wash or dish wash areas

Deep clean your dish wash and hand wash areas including pipework.

Utensils and equipment

If equipment or utensils were left uncovered, they must be thoroughly cleaned and disinfected before they are used.

Cling film, foil, disposable takeaway containers

Clean and disinfect any clingfilm or foil dispensers. Pull out sufficient foil and cling film to remove the outer surface left after lockdown.

Dispose of any uncovered takeaway disposable boxes as they may have been contaminated from pests (including flies) during the lockdown. Check packaging of disposables and discard any disposables or packaging contaminated by pests or dirty.

Hot boxes and bags

Thoroughly clean and disinfect any delivery bags or boxes. Ensure you have sufficient supplies of ice packs.

Laundry (non-health care)

Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. Dirty laundry that has been in contact with an unwell person can be washed with other people's items.

Do not shake dirty laundry, this minimises the possibility of dispersing virus through the air.

Clean and disinfect anything used for transporting laundry with your usual products, in line with the cleaning guidance above.

Don't forget to wash tea towels Chefs white/aprons etc on a hot wash (90°C). If you can't wash on a hot wash always dry in a tumble dryer.

Waste (non-health care)

Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths and tissues):

1. Should be put in a plastic rubbish bag and tied when full.
2. The plastic bag should then be placed in a second bin bag and tied.
3. It should be put in a suitable and secure place and marked for storage until the individual's test results are known.

Waste should be stored safely and kept away from children. You should not put your waste in communal waste areas until negative test results are known or the waste has been stored for at least 72 hours.

- if the individual tests negative, this can be put in with the normal waste
- if the individual tests positive, then store it for at least 72 hours and put in with the normal waste

If storage for at least 72 hours is not appropriate, arrange for collection as a Category B infectious waste either by your local waste collection authority if they currently collect your waste or otherwise by a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place your bags into, so the waste can be sent for appropriate treatment.

Food Safety Management (FSM)

Hazard Analysis Critical Control Points (HACCP)

Safer Food Better Business (SFBB)

You may have introduced new ways of selling to enable you to provide services to your valued and new customers, this may be a delivery service, take away, phone or click and collect. You must ensure your FSM system covers the new operations, if not, review and introduce new safe procedures.

Have you changed the way you work, e.g. introduced staggered shift patterns, different cooking times or introduced batch cooking and cooling? Can you cool food quickly e.g. using a blast chiller, or an ice bath. Do you have space to cool in ice baths? Do you have adequate equipment with the capacity to reheat foods quickly and safely?

You may have to provide, (buy or hire) a blast chiller, extra oven space, commercial microwaves? Do you have space for this new equipment without hindering your staff's need to social distance?

Be careful, sometime brilliant ideas to support and allow the business to reopen could introduce food safety hazards or harm your staff. Don't lose sight of keeping safe and well. If you are not sure, ask your local Food Safety team at your Council.

Have you made changes to equipment or fittings to workspaces? You may have added guards or Perspex screens, which may add a food safety risk. Consider the risk from chipped Perspex, add regular checks for damage to your procedures and train staff to be vigilant.

You will need to include these extra items on your cleaning schedule and in your glass and brittle plastic registers and on checklists.

When things go wrong it is always good practice to determine why something happened, so you can stop it happening again. A useful tool is Root Cause analysis; <https://rcatraining.food.gov.uk/#module-menu-fbo>

Some useful information:

<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

<https://www.food.gov.uk/business-guidance/hazard-analysis-and-critical-control-point-haccp>

<https://www.food.gov.uk/business-guidance/safer-food-better-business#information-packs>

<https://www.food.gov.uk/safety-hygiene/chilling>

<https://www.food.gov.uk/business-guidance/bulk-freezing-of-ambient-and-chilled-foods>

<https://traceabilitytraining.food.gov.uk/>

<https://labellingtraining.food.gov.uk/>

Allergens

<https://allergytraining.food.gov.uk/english/>

Check with your suppliers to confirm that their recipe or ingredients haven't changed, if they have is your allergen information up to date and staff aware of any changes.

Check ingredient labels to check you are aware of all the allergens in products. If they have changed is your allergen information up to date and staff aware of any changes.

If you have changed suppliers or ingredients have you checked the ingredients labels to check for allergens and are staff aware of these new products and allergens.

If you have made changes to allergen information ensure you train your staff but all documents are updates as well as shelf edge cards, notices, menus etc.

Documentation

Review your documents you use to prove you are following your food safety management system and proving you are doing what you say you are doing.

Are your checklists up to date, have you included all new procedures, have you printed them and in place.

If you use Safer Food Better Business, is there a more up to date version you should download/purchase, complete, implement and train your staff. Do your opening and closing checks reflect any new processes you have introduced, are you using the new extended opening and closing checks.

<https://www.food.gov.uk/sites/default/files/media/document/sfbb-management-01-opening-closing-checks.pdf>

Ensure your checklist reflect any new practice and checks that need to be made.

Training

If you will be asking colleagues to undertake unfamiliar jobs, enhance cleaning, lone working, wearing strange PPE, make sure they are correctly trained and record the training on their training records.

It's always good practice to undertake refresher training with your teams after a prolonged period of lockdown, it will ensure they have the skills to work safely and keep safe and well.

Useful training video from the Food Standards Agency, managing food safely;
<https://www.youtube.com/watch?v=2l1BwnwDESc&list=PLJIsbfqoQ8K7C94W-qUCWyDC2YFjxbvy1>

Food safety – Approved premises specific

Listeria and my business

Listeria monocytogenes (listeria) is a pathogen that causes an illness called listeriosis. Cases of foodborne illness from listeria are rare but can involve serious symptoms and even death in vulnerable people.

These include:

- people susceptible to Covid 19
- pregnant women and their unborn babies
- newborn babies
- elderly people
- people with weakened immune systems

The types of food listeria can be found in

Listeria is widespread in the environment and can contaminate a wide range of foods. It is of most concern in chilled ready-to-eat foods that do not require further cooking or reheating, examples being sliced cooked meats, cured meats, soft cheeses and pates. Other foods can carry the pathogen, and cause harm when eaten or when cause cross-contamination occurs.

If you would like more information about Listeriosis go to;

<https://www.food.gov.uk/safety-hygiene/listeria>

<https://www.nhs.uk/conditions/listeriosis/>

Frequently asked questions

- **Does Listeria come from the drains?** **No**, it's there because you put it there. Raw meat and raw food residues, environmental contamination is washed into drains and Listeria survives in cracks and moist areas.
- **I jet wash/pressure hose the production area, will this get rid of it?** **No**, it may do but the aerosol effect and splash will transfer Listeria from floors onto production lines, benches, equipment and utensils and will contaminate ready to eat area or unprotected foods.

- **Do you need to alternate between acid and alkaline cleaning chemicals to stop Listeria? No**, you only need to change your disinfectants/cleaning regime if your strain of Listeria is not controlled by your current disinfectant. Talk to your chemical supplier.
- **Can you eradicate listeria from the premises? No**, you will need to control it and ensure it does not contaminate ready to eat foods. You will hear me saying *“Listeria’s not just for Christmas it’s for life, control it”*
- **Can my cleaning team use the same equipment throughout the business? No**, use separate cleaning equipment in different segregated areas, drains and WC, s. Don’t forget to sanitise cleaning equipment before use, (every time). You can’t clean with dirty equipment.
- **Will freezing kills bacteria? No** freezing stops bacteria growing, it’s the pause button.
- **Does cooking kill Listeria bacteria? Yes**, thorough cooking and pasteurisation will kill Listeria, but can be reintroduced by uncontrolled cross-contamination risks.

Where can clusters of Listeria survive?

Listeria may be found in the food manufacturers and commercial kitchens.

We have seen that it will survive most environments and can be difficult to find and eradicate in processing environments as it forms conditions that are difficult to eradicate with standard chemicals.

It will survive and multiply in chilled environments, it is content in food factory environments in drains and free-standing water.

Damaged structure, wall floor junctions, damaged flooring around drains, faulty wall panels, difficult to get to areas of food processing equipment, bench and trolley castors and, dirty cleaning equipment.

How did it get there?

Listeria is a common bacterium found widely in the environment. It will be found on raw foods. You may bring it into your business every day. Deliveries of raw meat and vegetables, leaves and debris blown in from an open door. On shoes of visitors, staff, contractors, cleaning and maintenance teams.

Staff in food manufacturing change into work shoes in the changing rooms and will wear different shoes in high and low care areas. Cleaning and maintenance staff will change uniforms and shoes as they move between area unless there are dedicated teams.

Regularly check for structural defects, not just to control pests but eradicate areas for listeria to harbour. Change cleaning procedures away from high pressure hoses and jet washing.

What to do after lockdown

So being closed during lockdown will allow clusters of Listeria present in the fabrication of the premises or harbouring in clusters on equipment, benches difficult to clean areas, utensils or equipment may to potentially have multiplied sufficiently to be transferred during your post opening through clean down. Structural repairs and thorough cleaning before commencing production is paramount.

You may wish to do some environmental swabbing but remember Listeria can be difficult to find so ask your laboratory to look for indicator organisms such as Enterobacteriaceae – enteros- (these will be indicative of poor hygiene, not Listeria, but failure will highlight areas where conditions may be favourable for Listeria to colonise).

If you are concerned about *Listeria monocytogenes*, environmental design and maintenance, or hygiene of your food business please contact Cornwall Council Commercial Food and Safety Team businessadvice@cornwall.gov.uk / 0300 1234 212 or your local Environmental Health food safety team.

Food safety – Approved premises specific

Useful links;

<https://www.food.gov.uk/business-guidance/adapting-food-manufacturing-operations-during-covid-19>

<https://www.food.gov.uk/business-guidance/bulk-freezing-of-ambient-and-chilled-foods>

<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

Bounce back to business Helping you re-open to the new future

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Business Regulatory Support Hub | 0300 1234 212 | businessadvice@cornwall.gov.uk
www.businessregulatorysupport.co.uk

Structure and Maintenance

Sinks and wash hand basins

You will have already read about the risks from stagnant water and legionella. There is also a risk from brown coloured water left in mains pipes after emergency water repairs you may not be aware of. Run hot and cold taps, both back and front of house, to ensure the water is running clear. This is also a good opportunity to ensure plugholes and drains are running freely and not blocked.

Cold water tanks.

When you run the taps ensure they run long enough to drain the stagnant water from the cold-water tanks and hot water immersion tanks.

Water leaks

Turn on the water supply and check the entire building for water leaks and burst pipes. Call your plumber if you find anything but remember to isolate the leak first. Also check for rain water and carry out any repairs necessary.

Electrical

After a prolonged shutdown, ensure vents and motor covers on equipment are clean and clear of obstruction. If you are not happy to clean these or are concerned about equipment left for a long time, contact your equipment maintenance company or a competent electrician.

Gas - mains

Switch on the mains gas supply. If you smell gas outside call the Gas Emergency service number 0800 111 999

If you smell gas inside your premises, turn the gas off, open the windows and leave the building. Call your Gas Safe commercially registered mains gas engineer.

Check your carbon monoxide alarms. Test, and replace batteries if required.

Gas – LPG

Turn on any gas cylinders, check for leaks, order more gas if required. If you smell gas around the cylinders or suspect a leak, turn the cylinders off again and call your supplier number. It will be on the tank/s

If you smell gas inside your premises, turn the gas off, open the windows and leave the premises. Call your Gas Safe commercially registered LPG gas engineer.

Check your carbon monoxide alarms. Test, and replace batteries if required.

Windows

Check for broken windows. These could allow pest access and if in the kitchen cause a contamination risk in food. Carefully remove and safely dispose of any broken glass, call a glazier to board up and or replace the window.

Hard plastic

Check for broken brittle plastic. If in the kitchen it could cause a contamination risk in food. Replace any broken hard plastic dispensers, e.g. a paper towel dispenser.

Fire Hazards

As part of your checks now that you have returned and are planning and preparing your business to reopen, look for fire hazards inside and out.

- Check your smoke alarms, replace batteries if required.
- Check emergency lighting.
- Test the fire alarm system.
- If there is a problem, have the system checked by your alarm company.
- Ensure all fire exits are free from obstructions inside and out.
- Retrain your staff on your fire safety procedures.

Pest control

The only thing to benefit from the coronavirus pandemic will be pests. They have gone undisturbed for up to 12 weeks. Increased waste and fly tipping will encourage pests. A pregnant mouse left alone for 12 weeks could result in 65 mice by the time you reopen.

When you first walk into your kitchen, factory production areas, if you smell something strange it could be a couple of things, e.g. decaying pests or pest urine.

Look for evidence of pests, check existing traps (wear gloves and wash your hands after handling traps and dead pests). If there is evidence of any pests, call your pest control contractor immediately and arrange a visit. Do not open the premises whilst there is pest activity on the premises.

If you haven't been able to regularly check on the business premises, pests may have found a new home. Check inside as well as outside. Don't forget adjacent premises, pests could be coming in from them.

Before you check ensure you and your staff know what to look for?

What to look for;

- Pest entry points
- Damaged pest proofing
- Bodies
- Droppings
- Smears
- Footprints/tail marks
- Runs
- Holes
- Gnawing damage
- Chewed packaging
- Chewed food/paper
- Nests
- Bait takes
- Noise
- Hair/fur
- Nymphs
- Larvae/pupae
- Eggs
- Egg cases
- Smell
- Frass (dust piles)
- Webbing
- Holes in food e.g. biscuits

Check outside, cut down excess vegetation as this is ideal harbourage for pests. Look for activity.

If you find any of these call your pest control company and ask for a visit. If you are not responsible for the outside immediately inform your landlord or management company.

Empty and turn on electric fly killers. Ensure they are not positioned where any spillage could contaminate food or food contact surfaces.

Carry out thorough cleaning and disinfection if pests are found, you will be doing this anyway, but ensure all signs of pests are cleaned away and repair any damage before you reopen.

Health and Safety

General

Your business should have a health and safety systems in place commensurate to the size and nature of your operations. If you employ 5 or more people you should have a documented health and safety policy and your risk assessments must be recorded.

A basic guide to what you should have in place can be found on the [HSE website](#)

Prior to reopening after a break, you should review your health and safety systems and update it to reflect any changes in working practices or staffing levels. This guide is just looking at the elements of your health and safety that may be affected by a closure or the coronavirus pandemic.

Statutory Inspections / Documents

Before resuming work, you must ensure that you have reviewed all your statutory inspections obligations and that the workplace and equipment is safe for use. The legislation has not changed, the requirements remain the same.

Please consider the following areas and review that you are meeting the legal requirements.

- Gas
- Pressure Vessels
- Lifting equipment
- Electrical Installation
- Company vehicles
- Insurance

HSE have given this guidance with regards to Pressure Vessels and Lifting Equipment

Maintaining your thorough examination and testing scheme

- ensure social distancing measures in the workplace aren't perceived to be a barrier to carrying out TE&T – businesses and inspection bodies should cooperate to ensure access to plant and equipment for TE&T continues to schedule
- for businesses that are currently closed, ie they have either elected or been required to do so to meet COVID-19 related government advice or restrictions, you can still give access to visiting inspectors to undertake thorough examinations
- there may be occasions where inspectors are not available to meet the demands of industry and this may lead to difficulties for some businesses fulfilling their obligations for TE&T. Inspectors are supporting GB industry to maintain operations and viability and may have to prioritise critical industries and the protection of equipment aiding vulnerable persons
- if you experience problems in undertaking scheduled thorough examinations as you can't access inspection services, you should adopt a risk based process

to determine the whether there are steps you can to take to safely continue to use equipment (that has not had its scheduled TE&T) or decide to stop using the equipment

- the overarching legal obligation remains, i.e. ensure that equipment is safe to use

More information can be found [here](#)

Legionella

THIS IS POTENTIALLY A HIGH-RISK AREA AND SHOULD BE PRIORITISED

Legionnaires' disease is a potentially fatal form of pneumonia and everyone is susceptible to infection. When buildings reopen after lockdown, it is essential that water systems are not put back into use without considering the risks of Legionnaires' disease. There is an increased risk of waterborne pathogens such as Legionella bacteria being present as a consequence of the conditions that lockdown may have created.

As a result of the coronavirus (COVID-19) pandemic, there is the potential for an increased number of people to be susceptible to Legionnaires' disease due to a compromised respiratory system during or after infection with COVID-19.

A good overview has been produced by the Chartered Institute of Environmental Health (CIEH) and is available [here](#)

Legionella support services

Prior to opening again, guidance suggests sampling for Legionella at sentinel outlets 48 hours after disinfection of your system. As part of our regulatory support service we can offer:

- a. Legionella/ bacteriological sampling
- b. Legionella risk assessments
- c. Legionella Awareness Training
- d. Monthly temperature monitoring

If you would like more information on any of our legionella compliance services, then contact us via businessadvice@cornwall.gov.uk

Other Legionella Guidance

[ESGLI Guidance for managing Legionella in building water systems during the COVID-19 pandemic](#)

[Legionnaires' disease. The control of legionella bacteria in water systems \(Approved Code of Practice and guidance\)](#)

[LCA - Safe Management of Water Systems in Buildings During the COVID-19 Outbreak](#)

[PHE - COVID-19 and Food Water and Environmental Microbiology Services](#)

[PWTAG Guidance on Temporary Pool Closures](#)

[ESGLI Guidance for managing Legionella in nursing and care homes during the COVID-19 pandemic](#)

[ESGLI Guidance for managing Legionella in hospital water systems during the COVID-19 pandemic](#)

[ESGLI Guidance for managing Legionella in dental practices during the COVID-19 pandemic](#)

[The Lancet - Mitigating transmission via wastewater plumbing systems](#)

[Swim England to develop detailed guidance for pools reopening after lockdown](#)

COSHH (Control of Substances Hazardous to Health)

You should have a COSHH assessment in place for your business. With an increased cleaning and disinfection regime you need to ensure you have adequately assessed any chemicals that you are using now that you may have not have used before.

You should ensure you are using in them in line with manufactures instructions and that the purpose for which they are being used is suitable in an appropriate environment.

More guidance [here](#)

Work Equipment

Ensure all work equipment is checked before use. If there are emergency stops or guards in place they must be checked to ensure they are operating correctly. Even simple work equipment such as tools and ladders should have basic per use checks.

More information on Work Equipment safety via the HSE is [here](#)

First Aid

If first aid cover for your business is reduced because of coronavirus or you can't get the first aid training you need, there are some things you can do so that you still comply with the law.

You should review your first aid needs assessment and decide if you can still provide the cover needed for the workers that are present and the activities that they are doing. For low risk environments appointing an additional appointed person may be sufficient as the minimum requirement is to appoint a person to take charge of first-aid arrangements. The roles of this appointed person include looking after the first-aid equipment and facilities and calling the emergency services when required. They can also provide emergency cover, within their role and competence, where a first-aider is absent due to unforeseen circumstances

HSE offers more advice [here](#)

Accident Reporting and RIDDOR

You should record accident and near misses as per your usual procedures. The HSE has brought in guidance in relation to the requirement to report work related COVID 19.

With regard to COVID 19 you must only make a report under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) when:

- an unintended incident at work has led to someone's possible or actual exposure to coronavirus. This must be reported as a dangerous occurrence.
- a worker has been diagnosed as having COVID 19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a case of disease.
- a worker dies as a result of occupational exposure to coronavirus.

HSE offers more guidance [here](#)

Home working

As an employer, you have the same health and safety responsibilities for home workers as for any other workers. It may still be appropriate or sensible for some workers to be at home.

When someone is working from home, permanently or temporarily, as an employer you should consider;

- How will you keep in touch with them?
- What work activity will they be doing (and for how long)?
- Can it be done safely?
- Do you need to put control measures in place to protect them?

More guidance is available including advice on use of Display Screen Equipment [here](#)

Spa Pool & Hot Tub Recommissioning

If Spa Pool or Hot Tub has been left untreated and unused it is very important to ensure a full re-commissioning process is carried out immediately before making it ready to use again. This is an essential step to ensure they operate correctly and safely from the outset in accordance with the design parameters. It is essential that the recommissioning process is carried out by competent people in a logical and defined manner and in full compliance with the instructions from the supplier or manufacturer.

The responsibilities of staff carrying out the commissioning process should be clearly defined, with adequate time and resources allocated to allow the integrated parts of the installation to be commissioned correctly. The precautions taken to prevent or control the risk of exposure to Legionella and other infectious agents during normal operation also apply to the commissioning process.

It is important to note that a hot tub system may harbour residual water and microbial contamination; this risk must be assessed, and all components cleaned and disinfected as part of the recommissioning process.

The spa/hot tub should be fully tested to confirm its functional safety and fitness for its intended purpose before being brought back into use, the procedures and results should be fully documented.

Recommissioning should include:

- Water disinfection to reduce microbial growth, typically with 50mg/l chlorine for at least one hour, with the PH kept as near to 7.0 as possible during this period.
- Check that appropriate regulatory and safety standards have been met e.g. electrical wiring is in good condition etc.

- A comprehensive functional test to ensure the hot tub system operates correctly.
- Chemical and bacteriological analysis of the water to ensure operating parameters are achievable and being maintained.
 - A microbiological test needs to be undertaken after recommissioning for ACC, coliforms, *E coli* and *P aeruginosa* and for legionella, these results need to meet industry standards before the spa/hot tubs are reopened for use. The laboratory performing the tests should be accredited by the United Kingdom Accreditation Service (UKAS) to EN ISO 17025 *General requirements for the competence of testing and calibration laboratories*. Further microbiological testing will need to be undertaken as per your risk assessment this must be at monthly intervals and quarterly for Legionella.
 - Further identification of changes in the water chemistry such as pH, disinfectant concentrations and water balance should allow for necessary corrective actions to be taken to the treatment programme or system operating conditions as per your normal operating procedures.
- Once recommissioned, Spa's and Hot tubs should be treated continuously, as if in normal use

In addition to the above;

Commercial Spa Pools

These should be designed for regular emptying. Raise the free chlorine to 5mg/l prior to emptying the pool shell, balance tank and all associated pipework.

Super chlorinate and clean the spa before emptying and upon refilling to recommence operation using 50mg/l chlorine for at least one hour with the pH kept to 7.0. On recommencing operation follow the recommissioning procedures as listed above.

Swimming Pools

The following guidance by the Pool Water Treatment Advisory Group (PWTAG) explains the best ways to temporarily operate shut down your pools. The pool operator must ensure that persons operating pool water treatment and plant equipment are competent to do so, by providing suitable information, instruction and training for employees.

Operating at Reduced Circulation

- Turn off pool water heating. Where heat exchanger booster pumps are in place, switch off and bypass the heating loop. Allow the pool water to cool naturally to ambient temperature. Prior to reopening the facility, the pool should be reheated in a controlled manner raising the water temperature by no more than 1 degree centigrade every 4 hours.
- Keep auto controller operating; raise free chlorine to the top of the recommended range; minimum 1.0mg/l and pH at 7.2 to 7.4. Check chemical concentrations and pH daily and adjust if necessary.
- Turn UV or ozone off.
- Turn flocculants off.

Circulation of the pool should continue: the movement of water in the pool tank is necessary to prevent stagnation. Due to the absence of bather pollution, circulating pumps can be run at lower speed settings; no less than 50% of the design flow rate is advised. The balance between the flow from the pool bottom and the surface draw off will need to be adjusted to ensure movement throughout the depth of water.

- Continue to dose the pool water as normal using chemical controller. With no bathers in the pool the required disinfection will reduce considerably. Chemicals will be used at a much reduced rate, so dosing tank levels should be monitored.
- The pool hall air temperature can be reduced in line with the water temperature, but it is important that this is kept at or above pool water

temperature, and that the relative humidity is controlled to a maximum of 60% to prevent condensation.

Daily Actions undertaken should include

- Monitor and test the pool water to confirm the presence of adequate free chlorine and pH values.
- Check chemical controller, dosing pump operations, and dosing tank levels and adjust if necessary.
- Check the operation of the filters and vent air as necessary, circulation pumps, and air bleeds.
- Visually check the pool – particularly for algae in dead spots and corners. Continue with pool bottom cleaning on a weekly basis as the closure may extend into summer and algae present a seasonal threat.
- If algae is present, consider super chlorinating.

Monthly Actions should include

- Backwash media bed filters.
- Normal routine maintenance.

PWTAG also advise that pool closure is a good opportunity for planned maintenance works and cleaning activities, such as balance tank cleaning, transfer channel super chlorination, pool filter inspections and cleaning under moveable floors.

Stopping circulation

This option is favourable if energy consumption or resource is a major concern during the pool closure period.

- Super chlorinate to 20mg/l at pH 7.2-7.4
- Turn off automatic chemical dosing, and pool circulation

- Reduce water and air temperatures etc as in 1 above
- Check chemical readings and pH weekly.
- To reduce stagnation/dead areas, circulation pumps and filters could be operated once a week for one turnover period.
- Consider use of (low energy) sump pumps in the pool tank to provide a degree of water movement.

Emptying the pool

We advise against emptying the pool to preserve its structural integrity, unless it is designed to be emptied on a regular basis and there are established procedures in place to achieve this safely.

Water distribution systems

When pools are closed managers / owners should not forget the need to manage the risks from Legionella growth within water distribution systems feeding showers, changing rooms, kitchens and spas etc.

The HSE ACOP L8 (paragraph 32) requires “that risk assessments are reviewed if there is reason to suspect the assessment is no longer valid” this would include when there is reduced usage resulting in low flow / water stagnation as a result of full or partial closure etc.

Reviewing the Risk Assessment and the Scheme of Control is particularly important when systems are re-commissioned after a shut down. Seek advice from competent persons such as your Water Safety Group / Responsible Person or Water Treatment Advisors.

Re-commissioning Swimming Pools

A risk assessment should review the potential for microbial growth during the shutdown period and the measures that need to be taken to minimize the risk of infections as a result of biofilm formation within the pool, system pipework and components.

- A microbiological test needs to be undertaken after recommissioning for ACC, coliforms, *E. coli* and *P. aeruginosa* and for legionella; these results need to meet industry standards before the swimming pool(s) are reopened for use. The laboratory performing the tests should be accredited by the United Kingdom Accreditation Service (UKAS) to EN ISO 17025 General requirements for the competence of testing and calibration laboratories.

An earlier guidance note states, that swimming pools themselves should be safe against microbiological hazards as long as they are chlorinated properly and operated according to PWTAG standards.

When it is safe for pool buildings to re-open, they should follow the government advice on social distancing – both in the pool and in the changing rooms etc, where initially enhanced disinfection procedures may be necessary. Disinfection should be with 1,000mg/l chlorine strength (or equivalent) paying particular attention to things like door handles and surfaces.

Further guidance on pool operating procedures and water standards

Pool Water Treatment Advisory Group (PWTAG) Code of practice - <https://www.pwtag.org/code-of-practice/>

Health & Safety Executive – Health and Safety in Swimming Pools HSG179 - <https://www.hse.gov.uk/pubns/books/hsg179.htm>

Health & Safety Executive Control of legionella and other infectious agents in spa-pool systems HSG282 - <https://www.hse.gov.uk/pubns/books/hsg282.htm>

Fire

Fire Risk Assessments

On your return to work it may be necessary to review your Fire Risk Assessment to ensure that it is current and reflects the way your business now operates. Consider changes such as working practices, stock levels, alterations made to the premises and staff numbers. It is essential that assessments are undertaken and reviewed where there are significant changes in ways of working, processes or building layout. This may include the holding open of fire doors with unsuitable devices, this is not permitted.

[Link – Completing a fire risk assessment](#) (Cornwall Council)

[Link – Fire Safety in the workplace](#) (Gov.uk)

Means of Escape

Ensure that your escape routes remain available and open correctly - remember, they may have seized up whilst not in use. If you share an escape route remember that those other businesses may not be open. This should be supported with adequate escape signage and lighting to identify the escape routes to be used in event of fire.

Arson

Due to the potential increased stock and the period of closure, the amount of rubbish you generate may increase. Care should be taken when dealing with this rubbish as accumulated rubbish outside of the building provides a potential target for arson which could damage your business.

Training

Where staff numbers have changed, businesses must ensure that they continue to provide appropriate staff training. If you haven't undertaken staff training for some time, on your return ensure that all staff know what to do in a fire situation. If those people with specific tasks have not returned to work, ensure that other suitably trained staff are available. You must consider the needs of lone workers and their fire safety.

Maintaining Fire Safety Measures

Whilst you have been closed have you maintained your premises fire safety features, i.e. fire alarm, fire extinguisher and emergency lighting? Timely maintenance is vital for the safety of your business and those that use the premises.

Further sources of help & information

Cornwall Council's established Business Regulatory Support (BRS) team are here to help you and your business understand areas of regulation you may need to consider when starting or running your business including:-

- Food safety
- Health and safety
- Coronavirus
- Trading Standards (including t&c's and contracts)
- Licensing; It is important check that you have the [correct licences](#) in place in order to operate legally. If you have any licence(s) then you will need to check that you can comply with any of the restrictions or conditions imposed on them. In some cases, it is permissible to apply to vary a licence and / or conditions to suit your ongoing business needs. For example: - if you have a licence issued under the Licensing Act 2003 (alcohol, entertainment or late-night refreshment) you may want to consider varying it to extend the area of the licence to cover an outside area, or perhaps add activities or alter the timings that certain activities may be provided. Please also check whether you need to vary the licence to change the Designated Premises Supervisor named it. You can contact our licensing team at licensing@cornwall.gov.uk for further help and assistance. You can also access licensing information on [Cornwall Council's licensing webpages](#)
- Planning and Building Control

We offer free support and advice to help cut red tape and get things right first time. We are highly knowledgeable on all regulatory matters including the latest coronavirus information.

We can also pinpoint you to Council services that may benefit your business

During the coronavirus outbreak we are best contacted via businessadvice@cornwall.gov.uk but will also pick messages up via 0300 1234 212 (option 4)

We offer the following commercial services on a cost recovery basis

- Legionella risk assessments and water sampling
- Pest Control Services
- Training including food, safety and bespoke packages
- Tailored business services for food, safety, fire, licensing and trading standards

Check out our website for more information

<https://www.businessregulatorysupport.co.uk/>

Cornwall Council has information dedicated to business and the coronavirus outbreak including how to apply for grants

<https://www.cornwall.gov.uk/health-and-social-care/public-health-cornwall/information-about-coronavirus-covid-19/support-for-businesses/>

Online information sources

The Gov.uk website has all the latest information relating to Coronavirus. This includes details of testing, financial information including grants, health and wellbeing, schools information and housing and accommodation.

<https://www.gov.uk/coronavirus>

Specific information regarding business closures

<https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/further-businesses-and-premises-to-close-guidance>

Updates

This is a constantly evolving document any updates or revisions will be listed here to enable users to keep up to date.

Date	Page(s)	Details of change / addition

This guide has been produced by Cornwall Council in good faith to assist businesses and to promote good practice. This Guide has been produced as guidance only which is only deemed to be correct at the time of writing. Cornwall Council accepts no liability for losses or damage incurred as a result of any reliance placed on the information included in this Guide. Please therefore ensure you take your own professional advice as to the legal requirements that apply to your specific business, which includes advice relating to health and safety (including food safety) standard

Prepared by:

Commercial Food and Safety

Neighbourhoods and Public Protection

26 May 2020

Further Support



Cornwall Chamber of Commerce

Chamber Offices, Cardrew Way, Cardrew Industrial Estate, Cardrew Way, Redruth, TR15 1SP, 01209 216006, hello@cornwallchamber.co.uk



Cornwall and Isles of Scilly Growth Hub

01209 708 660 www.ciosgrowthhub.com hello@ciosgrowthhub.com



Experts in Business

Federation of Small Businesses

0808 20 20 888 customerservices@fsb.org.uk

Better Business for All

Better Business for All (BBfA) brings together businesses and regulators in local partnerships to identify the issues facing local businesses and provide support to them. Most local authorities are involved with the programme, preparing and implementing action plans and sharing good practice.

<https://www.gov.uk/guidance/better-business-for-all>



Council of the
ISLES OF SCILLY

Council of the Isles of Scilly, Town Hall, St. Marys, Isles of Scilly, TR21 0LW

Bounce back to business Helping you re-open to the new future

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Business Regulatory Support Hub | 0300 1234 212 | businessadvice@cornwall.gov.uk

www.businessregulatorysupport.co.uk

If you would like this information
in another format, please contact:

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Treyew Road, Truro TR1 3AY**

Email: comments@cornwall.gov.uk

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