



## COVID-19 Policy & Operating Procedures Pre-occupation & Phase 1 Re-opening

This document is specific for the Nirvana Spa & Nirvana Spa Fitness buildings

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

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/providers-of-grassroots-sport-and-gym-leisure-facilities>



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## Introduction

The COVID-19 crisis has had an overwhelming impact on public health and has created many unprecedented challenges.

The health, safety and welfare of everyone associated with Nirvana Spa is of paramount importance. This policy sets out our adjusted operating procedures to ensure that our staff and visitors are returning to a COVID-19 secure environment.

Involvement and commitment from all of our staff is required to develop a culture of trust, communication and teamwork in order for measures to be effective.

All staff are required to read this document and all future updates. We would like to thank you for your co-operation and understanding during these challenging times.



## 1. Policy & Compliance

### 1.1 COVID-19 Secure

As part of the new Government guidelines a duty has been placed on employers to ensure their premises are COVID-19 secure by demonstrating that they are adapting their operating procedures to ensure safety.

This policy has been developed by Nirvana Spa and Leisure Ltd. outlining our COVID-19 secure strategy, to ensure the risks are reduced to as low as is reasonably practicable and to comply with the new Government measures.

This Policy has been developed in accordance with the Government guidance published on 9 July 2020 and through consultation with employees at different hierarchical levels within the organisation. The Policy will be regularly reviewed, amended and communicated across the business.

### 1.2 Appointment of COVID-19 Officer

Andy Clarke has been appointed the COVID-19 officer for the organisation. The COVID-19 officer will ensure that all processes/procedures are implemented and that these are monitored and recorded. Furthermore, the officer will consult employees for their advice on improvements to measures regularly.

### 1.3 Risk assessments

Company COVID-19 risk assessments have been developed to consider new measures required for the management of COVID-19 specific risks.

Risk assessments will be communicated to employees prior to their return to work and will be re-communicated at such time of any significant changes.

## 2 Communication & Marketing

### 2.1 Communication

Engagement with stakeholders creates and develops an informed culture which is vital to ensure we maintain a safe environment. Nirvana Spa & Leisure Ltd. uses various methods to provide up-to-date information, as outlined within this section.

The websites, emails and social media platforms are our primary method of updating the public with our COVID-19 measures throughout lockdown. Customers and staff have been regularly informed of our planned measures throughout the lockdown period in preparation for re-opening.



## 2.2 Employees

The primary method of communicating with our staff is via our Staff Hub online software. All employees have the ability to access the software from home/remotely and are required to regularly check the system for business updates.

Additionally, departmental management have their own internal communication methods which may also be used to communicate safety critical updates/information specific to their roles.

## 3 Phased Re-opening

In a similar method to the Government, Nirvana Spa & Leisure Ltd. have adopted a phased re-opening plan. This document outlines the planned pre-occupation and phase 1 measures.

Some of the services usually available would compromise social distancing and/or safety, even with the updated 1m plus guidelines. These services will be removed from what's on offer until they can be delivered safely in accordance with Government guidelines.

Any essential activities which could breach social distancing are subject to additional controls, as outlined within this policy.

## 4 Cleaning & Disinfecting

Cleaning will form an important part of our new operating procedures, a function which would normally go un-noticed will now be at the forefront of everything we do. Checks will be implemented to monitor cleaning standards.

### 4.1 Before occupation

#### 4.1.1 Pre-opening disinfection

- We are using a new chemical treatment called Control, a powerful lytic agent, will be used for high level disinfection of all hard and soft surfaces, environments, equipment and air; the treatment will be applied weekly and topped up as required  
<https://ecostatics.com/product/eco-statics-control-concentrate/>
- Departmental managers to develop new cleaning schedules
- Departmental managers to organise small teams to deep clean their work areas prior to re-opening



## 4.2 During occupation

### 4.2.1 All employees

- Continuous cleaning of relaxation areas, changing rooms and contact/touch points
- A disinfectant backpack spray will be used to sanitise loungers and other surfaces between use
- Hand sanitiser stations available in all areas
- Staff required to clean workstations and meeting areas before and after use
- All offices/common areas will be provided with anti-virucidal spray
- Frequent emptying and disinfecting of waste bins
- Contact areas will be disinfected frequently, including touch points of doors and lift

### 4.2.2 Contract cleaning

MAR Facilities Management are employed by the organisation to conduct overnight deep cleaning of Nirvana Spa, their duties include:

- Re-application of the Control chemical treatment
- Deep cleaning of the facilities
- Changing rooms, showers, toilets and hand wash basins
- All floors
- Touch points, including door handles, push plates, handrails etc.
- Saunas and steam rooms (Closed during phase 1)
- Disinfecting and re-spacing of all loungers
- Emptying all the waste bins

## 5 Return to work

The current Government recommendation is that everyone should work from home, unless they cannot work from home. In the service industry staff will be required on site to ensure the business functions efficiently and safely.

It is extremely important to mitigate virus transmission through contact; therefore, we have considered various measures with regard to who should attend work and when.



## 5.1 Protecting employees who are at higher risk

### 5.1.1 Clinically Extremely Vulnerable

Clinically extremely vulnerable (until 31<sup>st</sup> July should be enabled to stay at home and shield)

- Employees who meet specific medical criteria
- Solid organ transplant
- Active treatments for cancer
- Have cancer of the blood (leukaemia)
- Severe COPD
- Take drugs to lower their immunity
- Pregnant with heart disease

### 5.1.2 Clinically Vulnerable

Clinically vulnerable (until 31<sup>st</sup> July)

- Clinically vulnerable individuals have been advised to stay home
- Employees who meet specific medical criteria
- The 70 year and over
- Pregnant women
- Employees with chronic disease, such as asthma, diabetes and COPD
- Clinically vulnerable are at higher risk of severe illness (for example, people with pre-existing medical conditions) and have been advised to take extra care in observing social distancing and should be helped to work from home, if possible
- If the clinically vulnerable cannot work from home, they should be offered the option of the safest on-site roles, enabling them to social distance from others
- Staff with concerns should contact their line manager, who will consider the specific duties of your role and carefully assess whether there is an acceptable level of risk with your return to work
- A flow diagram has been created for management to assess whether their employees are fit to return to work i.e. not shielding, vulnerable, higher risk, can travel safely and have childcare

## 5.2 Mental health support

Providing mental health and well-being support for staff who are returning to work and/or working from home

- Managers should engage in regular contact with staff who are working from home or furloughed





- Vitality and Medicash employee health benefit schemes
- Les Mills gym training subscription
- Staff communication through Staff Hub, email and telephone

### 5.3 Employee/household Sickness

- Staff should self-isolate in accordance with Government guidelines (link below) if they or a member of their household are symptomatic
- Testing is recommended if you are displaying symptoms
- If conditions worsen or you cannot cope with symptoms at home, contact NHS 111 Online (link below). If you do not have the internet call 111, your GP, or 999 in an emergency.
- Enabling asymptomatic workers to work from home whilst self-isolating is appropriate
- If anyone becomes symptomatic at work they should be sent home immediately and advised to follow the stay at home guidance, which includes getting tested for COVID-19
- If a member of staff has helped someone who is symptomatic, they do not need to go home unless they develop symptoms themselves. They should thoroughly wash their hands with soap and water for 20 seconds after contact with anyone who is unwell with symptoms consistent with coronavirus. The test and trace system may contact them to give them advice (such as isolate for 14 days)

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

<https://111.nhs.uk/>

### 5.4 Equality in the workplace

- Management will engage with staff who are at higher risk i.e. the extremely vulnerable (shouldn't be at work) and the clinically vulnerable (each employee needs a workplace assessment)
- Management will evaluate whether additional adjustments are necessary to ensure members of staff are not disadvantaged
- Staff who feel that additional measures, or adjustments, may be required to ensure their safety at work, should discuss these with their line manager who will



consider the specific duties and carefully assess whether reasonable adjustments can be made

#### 5.5 Employees working at home

Arrangements have been made for remote working for various departments (HR, Management, Marketing and some of Spa Services) who are able to do so. Specific training will be provided to these employees.

HR for example will have one person based on site working in rotation; staff are expected to arrange an appointment, or schedule a call for queries.

## 6 Social Distancing

The Government advises that a minimum of 2m should be maintained in all areas wherever possible; this includes when arriving and departing from work, and when moving between different areas of the premises. The 1m plus distance can be applied when appropriate measures are implemented i.e. PPE to prevent transmission.

#### 6.1 Managing numbers/occupancy

The whole site is approximately 200,000ft<sup>2</sup> which provides sufficient space to facilitate social distancing from arrival through to departure.

##### 6.1.1 Nirvana Spa

The facilities are approximately 100,000ft<sup>2</sup> and constructed with 4 large open-spaced indoor and outdoor relaxation areas (Nirvana Pool, Roman Pool, Colosseum and outside patio). These areas are well-ventilated and can be arranged to comfortably ensure social-distancing guidelines are maintained.

- Member visits only
- Local members will be required to book their visits for the foreseeable future
- Bookings will be capped at 150 during the day and 50 during the evening (approximately a third of our usual booked capacity)
- Objective: a maximum capacity of approximately 150 people
- Usage numbers will be monitored by management electronically
- Members will be allocated a specific entrance and changing room at the time of booking to manage flow of customers
- Customers will be informed at the time of booking of the new operating procedures and in follow up email
- Customers will be required to observe social distancing, e.g. 2m apart



- Taped walk ways, 1 way walking systems and directional arrows implemented
- An alternative exit installed in the downstairs Wellness Suite

Monitoring of usage will be undertaken by management and additional restrictions will be implemented if required.

#### 6.1.2 Nirvana Spa Fitness

The building is approximately 41,000ft<sup>2</sup> and constructed with large open-spaced rooms (cardio, performance zone and studios). These areas are well-ventilated and can be arranged to comfortably ensure social-distancing guidelines are maintained.

- Member visits only
- All members will be required to book in advance
- A maximum usage capacity of will be implemented and managed based on 100ft<sup>2</sup> per customer
- Maximum usage capacity restricted in each area

Monitoring of usage will be undertaken by management and additional restrictions will be implemented if required

## 7 Training

Training will be given to staff prior to and upon return to work.

- Communication of COVID-19 safe systems of work and health and safety updates to all staff
- All staff to complete the IHASCO return to work COVID-19 training video prior to returning to work
- Teams will be required to ensure that all staff are thoroughly trained on their new operating procedures prior to being permitted to work
- Departments to test their new operating procedures with a small sample of staff to ensure they are effective and safe
- First aiders have been re-trained in methods to reduce contact whilst dealing with casualties

## 8 Operational Procedures

All effective from stage 1

### 8.1 Signage

- Updated usage guidelines



- Queue line for floors will be introduced and spaced at 2m intervals
- Hand washing / hand sanitising reminder signs

## 8.2 Adjustments to Facilities and Procedures

- Cash payments accepted at receptions only, use of contactless debit/credit or membership cards is recommended
- Doors to be propped open, or fitted with automatic door closers
- Water fountains with close contact mouth dispensers placed out of order
- Additional hand sanitising stations have been placed at the main entrances and throughout the facilities
- Signing of documents i.e. receipts will be stopped, or avoided where possible

## 8.3 Facilitating Social Distancing for Customers

### 8.3.1 Main Entrances

- Queue line monitoring
- Tensor barriers and signage placed outside the main entrances and within reception areas to manage the flow of customers
- Protective screens installed on the reception desks

### 8.3.2 Relaxation Areas

- Loungers situated in pairs with 2m spacing applied
- Reconfiguration/spacing of reception furniture, fabric furniture removed
- We have removed all non-essential items from the facilities (newspapers, magazines etc.)
- Disinfectant spray and wipes placed in the relaxation areas for customer use

### 8.3.3 Restaurant

- Café and bars will remain closed - lounge/table service only
- In the restaurant, dining tables spaced and capacity reduced
- Queue for seating monitored by host(s)/management to ensure social distancing is maintained
- Customers are required to sanitise hands prior to being seated
- Reduced main menu to be offered only
- Menus to be digitalised and displayed on signs
- Booking required, with a maximum capped number of 15 per seating



#### 8.3.4 Treatments

On 9<sup>th</sup> July 2020 the Government permitted close contact services to re-open from 13<sup>th</sup> July 2020. Therefore, treatments are permitted during phase 1.

- Amended treatment offering, excluding facial treatments (Until 1 August 2020)
- Customers are required to wear face masks during treatment
- Customers are required to wash and sanitise hands before and after treatment
- Personal items to be stored in lockers
- Client temperature checks
- COVID-19 medical checks

#### 8.3.5 Changing rooms and toilets

- Changing zones marked with floor tape for 1 person
- Attendant to be stationed in each changing room, zones to be cleaned after each use
- Customers are required to maintain social distancing in changing area
- Alternate urinals placed out of order (if not in cubicles)
- Contactless toilet flush and sink taps installed
- Moisturiser dispensers in the changing rooms
- Foot peddled sanitary bins
- Paper towel hand drying in all changing rooms and toilets
- Changing room benches removed and replaced with chairs
- Touch points i.e. doors, soap/shower dispensers to be disinfected frequently
- Hair straighteners and hair dryers placed out of use

#### 8.3.6 Pools

- An amended Technical Pool Operating Procedure document has been published
- Maximum bather loads will be adjusted to ensure social distancing is easily adhered to, current guidance states 3m<sup>2</sup> per bather load, however, our bather loads have been calculated at 6m<sup>2</sup> per person, or greater
- Pool testing increased two every two hours
- Independent microbiological testing undertaken bi-monthly
- Handrails and contact points to be regularly disinfected
- Usage managed by CCTV monitoring and employee patrols
- Usage signs placed by pool steps advising customers of changes
- Plunge pools are unavailable



#### 8.3.7 Heat facilities / Rasul

- Thermal Suite, heat facilities and Rasul will remain closed during phase 1

### 8.4 Facilitating social distancing for staff

#### 8.4.1 General measures

- Staffing levels will be calculated to ensure the minimum requirement to work safely and efficiently
- Staff rotas adjusted to ensure teams work with the same people where possible
- Where possible staff who are able to work remotely have been encouraged to do so
- Contractors/delivery companies have been advised of the COVID-19 measure
- Employees informed to keep conversations with others as short as possible, i.e. under 10 minutes

#### 8.4.2 Arriving and departing work

- Staggering of shift rotations including arrival and departure times to reduce overcrowding in work areas
- Staff encouraged to avoid public transport and use other means like cycling, car park spaces are available for all staff
- Staff will be encouraged to use lockers to store their personal items away from work areas.
- Nirvana Fitness male dry and upstairs ladies changing rooms available for staff
- Hand washing facilities are located in close proximity to all work areas, staff will be required to wash hands frequently
- Sanitiser dispensers are located next to the employee finger print scanners, employees required to sanitise prior to and following use

#### 8.4.3 Moving around the premises

- Employees will be advised to only make essential trips throughout the premises
- Employees have been encouraged to communicate via web conferencing, telephones, radios and avoid 'in person' meetings if possible. If 'in person' meetings are required, social-distancing will be enforced and the time will be kept as short as possible. Meetings will also be encouraged to be held outside



#### 8.4.4 Common areas

- Employees will be encouraged to take their breaks outside and bring their own food. Nirvana Fitness café will be restricted for employee breaks only and the furniture will be sufficiently spaced to ensure social distancing is maintained
- Communal staff fridges will be placed out of use; staff will be required to store their own food
- Staff will be required to clean shared kitchen equipment i.e. kettles, microwaves etc. before and after each use
- Virucidal spray/wipes will be located next to vending machines and in the kitchens
- Employees will be encouraged to store their belongings in lockers and away from common areas
- Virucidal spray will be placed within all employee common areas; staff will be advised to sanitise the areas frequently

#### 8.4.5 Avoiding transmission

- All employees will be required to frequently wash their hands for 20 seconds with soap and water, as a matter of routine
  - Especially after being in a public place
  - After blowing their nose, coughing and sneezing
- Sharing of pens, stationery should be avoided; staff will be encouraged to bring their own and clean all stationery, including keyboard, mouse and desk prior to use

#### 8.5 Workstations/reception

- Office layouts have been adjusted to comply with new regulations
- Allocation of workstations to minimise sharing of equipment
- Review of workstations
  - Employees required to disinfect their workstation at the start of each shift and regularly during
  - Employees to use the same workstation throughout their shift where possible
  - Staff to work back-to-back, side-to-side, or behind, not face-to-face if possible
  - Employees to use their own equipment where applicable
- Reduced occupancy within office areas



## 8.6 Food and Beverage Department

The latest Government guidance highlights that it is very unlikely that you can catch Coronavirus from food. Food handlers are advised to adhere to the Food Standards Agency (FSA) hygiene guidance. <https://www.food.gov.uk/business-hygiene>

- The Food and Beverage Management team have reviewed their Food Safety Management System, to ensure all HACCP processes are adhered to.
- All food handlers are required to wash their hands for 20 seconds with soap and water, as a matter of routine
  - Before and after handling food
  - Especially after being in a public place
  - After blowing their nose, coughing and sneezing
- Any food handler who is unwell should not be at work; if they are symptomatic they should follow Government advice and stay at home as well as seek testing
- Staff serving customers to wear face covering

## 8.7 Treatments

On 9<sup>th</sup> July 2020 the Government permitted close contact services to re-open from 13<sup>th</sup> July 2020. Therefore treatments are permitted during phase 1.

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services>

- Screens installed for manicure stations and treatment reception desk
- Employee temperature and COVID-19 symptoms checks
- Visors provided to all treatment staff
- Employees to work in the same room throughout the duration of their shift, where possible
- Extended turnaround time between treatments to facilitate additional cleaning
- Employees to work in 'bubbles'
- Employees to change into uniform in their assigned room
- All equipment to be disinfected after each use

## 8.8 Wellness Suite

- The Wellness Suite will be closed during this phase
- An alternative exit has been installed in the downstairs Wellness Suite

## 8.9 Floatation/Nirvana Health

- Reduced booking capacity for both salt pools
- Employees to wear visors when conducting inductions





- Employees to ensure customers are socially distancing during inductions
- Employees to have close contact with customers during emergencies only
- Dead sea salt therapy reception, protective screen fitted
- Product samples to be removed
- Neck floats to be washed/disinfected after each use

#### 8.10 Housekeeping & handling of laundry

- The laundries will be adjusted to ensure social distancing is maintained
- The trolleys will be regularly disinfected (handles and contact points)
- The laundry equipment will be regularly cleaned and disinfected
- Employees to work side-to-side, back-to-back, or behind, not face-to-face where possible
- Face masks will be worn when completing checks and handling dirty laundry (gloves optional)
- Staff can inform customers to return dirty towels/robes to specified laundry drops
- The new members reception desk has a dirty laundry drop accessible for customers
- Staff advised to regularly wash their hands, especially after contact with other people and dirty laundry

#### 8.11 Deliveries

- All stock handlers will be required to disinfect deliveries upon receipt of stock
- To maintain social distancing from drivers
- Use their own stationery to sign invoices if required

#### 8.12 Products

- Product testers to be removed
- A reduced amount of stock will be displayed to minimise contact
- The displayed products will be regularly cleaned
- Any returned products to be carefully handled and thoroughly disinfected

#### 8.13 Nirvana Spa Fitness

- The fitness facilities will be open at Nirvana Spa Fitness only
  - Cardio and functional playground
  - Performance Zone
  - Pool & Heat treatments
- Employees will be required to periodically disinfect gym equipment whilst club is occupied



- Classes will operate at a reduced capacity both in doors and outside.
  - Floor taped applied to internal studios to facilitate social distancing
  - New spinning area created
- Spacing and removal of gym equipment
- Recommend the use of weight gloves
- Spacing/removal of non-essential/excess gym equipment
- Sanitising wipes and virucidal spray located throughout the main gym areas
- The Café will be open for staff breaks only and the area will be monitored by Nirvana Spa
- The café used as a waiting area for the studio classes
- Vending options only
- The Crèche will be closed during phase 1

#### 8.14 Company vehicles

- Vehicles are to be disinfected prior to each use (keys, contact areas i.e. steering wheel, door handles, seat belts etc.)
- Maximum of two people are permitted to be in the vehicles, face coverings must be worn.
- No use of the middle seat
- Windows to be open during use where possible
- Rubbish to be disposed of immediately

#### 8.15 Emergency situations

The process for emergency situations has been revised to consider social distancing requirements. It is important for the manager on duty to be able to concentrate on the immediate threat; therefore, adjustments will be required to departmental procedures.

##### 8.15.1 Fire evacuation

- Managers (fire wardens) responding to the fire alarm should concentrate on investigating and co-ordinating the evacuation
- Fire wardens and other employees are to instruct customers to immediately evacuate rather than waiting by fire exits for further announcement (Nirvana)
- Fire wardens to instruct customers to maintain 2m social distancing during and after evacuating
- Fire assembly points moved to outside the main receptions of Nirvana Spa and Nirvana Spa Fitness depending on which club is evacuated. Staff to monitor that social distancing is maintained where possible



#### 8.15.2 First aid

(Guidance updated 18 May 20)

- Only trained first aiders are authorised to administer first aid
- All other staff are required to raise the alarm and maintain social distance where possible
- First aiders will be re-trained to respond to casualties whilst maintaining 2m social distancing where possible (Pre-med Healthcare training provider)
- Specific PPE provided to first aiders
- Specified first aiders are authorised to administer Oxygen and use defibrillators
- Oxygen and defibrillators are located at various locations throughout the premises
  - Member and Day Spa receptions
  - Nirvana Spa Fitness Reception and cardio room

#### 8.16 Maintenance and build

Facility maintenance and refurbishment are essential to ensure a safe environment is maintained.

- Essential maintenance has continued during the lockdown period to ensure the premises are safe to be occupied
- Once a re-opening date has been confirmed, a period prior to opening will be allocated to ensure all systems and equipment will be thoroughly inspected prior to re-opening to the public
- Teams will be reduced to as low as reasonably practicable to ensure the work is conducted safely
- Only essential contractor works will be permitted, due-diligence checks of systems of work and social distancing policies will be verified and where possible work will be supervised