



## COVID-19 Policy & Operating Procedures

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 and operating within 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 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 has been reviewed, amended and re-communicated across the business, in line with legislation changes.

### 1.2 Appointment of COVID-19 Officer

Emma-Jean has been appointed the COVID-19 officer for the organisation. The COVID-19 officer ensures that all processes/procedures are implemented and that these are monitored and recorded. Furthermore, the Officer consults 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 were 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.



The websites, emails and social media platforms are our primary method of updating the public with our COVID-19 measures. Customers and staff have been regularly informed of our planned measures since the pandemic began.

## 2.2 Employees

The primary method of communicating with our staff is via our Staff Hub online software. All employees can 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

Following the success of the vaccination programme and the collective effort made by everyone to suppress COVID-19, the Government has announced its four-step roadmap out of lockdown from 8<sup>th</sup> March 2021.

Nirvana will remain closed until step 2 and have planned a re-opening date of 12 April 2021 for members. During each step the Government has imposed various conditions restricting the offering and services we are able to provide; upon your return to work your line Manager will provide you operational changes to your role. A summary of the various Government steps and its restrictions can be found following the URL below.

Additionally, some of the services usually available would compromise social distancing and/or safety. These services have been removed from what's on offer/use in accordance with Government guidelines, and/or based on the findings of our COVID risk assessment. Any essential activities which could breach social distancing are subject to additional controls, as outlined within this policy.

<https://www.gov.uk/government/publications/covid-19-response-spring-2021/covid-19-response-spring-2021-summary>

## 4 Cleaning & Disinfecting

Cleaning forms an important part of our COVID operating procedures, a function which would normally go un-noticed is now and will continue to be at the forefront of everything



we do for the foreseeable future. Checks have been implemented to monitor cleaning standards.

#### 4.1 During occupation

##### 4.1.1 Disinfection

- We are using chemical treatment called Control, a powerful lytic agent, which is used for high level disinfection of all hard and soft surfaces, environments, equipment and air; the treatment is applied weekly and topped up as required <https://ecostatics.com/product/eco-statics-control-concentrate/>
- Anti-viral disinfectant is also used in addition to the control treatment daily
- Departmental managers have implemented enhanced cleaning schedules
- A combination of mist and back-pack sprayers, and a drivable machine are used to disinfect the facilities

##### 4.1.2 All employees

- Continuous cleaning of relaxation areas, changing rooms and contact/touch points
- Loungers disinfected after each use, token system used
- 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-viral spray
- Frequent emptying and disinfecting of waste bins
- Contact areas disinfected frequently, including touch points of doors

##### 4.1.3 Overnight cleaning

Our overnight cleaning team are employed to conduct deep cleaning of Nirvana Spa; 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)
- Backpack disinfecting and re-spacing of all loungers
- Emptying all the waste bins



## 5 Return to work

In the service industry staff are 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 who should attend work and when.

### 5.1 Employees who are at higher risk

#### 5.1.1 Clinically Extremely Vulnerable

- 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

The clinically vulnerable have been given priority access to the vaccine and are required to follow the national lockdown guidance until at least 31<sup>st</sup> March 2021. Clinically vulnerable staff should continue to monitor Government guidance and remain in contact with their line manager with regards to their return to work.

<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>

#### 5.1.2 Clinically Vulnerable

- Employees who meet specific medical criteria
- The 70 year and over
- Pregnant women
- Employees with chronic disease, such as asthma, diabetes and COPD

Employees who are at higher risk of severe illness should take extra care in observing social distancing, including adhering to measures enforced by the Government, and outlined in their departmental risk assessments and this policy.



## 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
- 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.

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>

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

## 5.4 Equality in the workplace

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

#### 5.6 Self-Isolation

New regulations were introduced on 28<sup>th</sup> September 2020 which state we have a legal duty to self-isolate, if applicable; a breach of this is classed as a criminal offence. Employees have a duty to notify their employer if they fall into any of the categories of self-isolation from the list below:

- Coronavirus symptoms – 10 days
- No symptoms but a positive test – 10 days from test
- Same or linked household as individual with symptoms/positive test - 10 days from symptoms/test
- Someone in your support bubble has symptoms and you've been in close contact with them since their symptoms started or during the 48 hours before they started
- Someone in your support bubble tested positive and you've been in close contact with them since they had the test or in the 48 hours before their test
- NHS Test and Trace contact – 10 days from contact with person
- Waiting for surgery and advised by doctor – 10 days before being admitted to hospital

#### 5.7 Test and Trace

NHS Test and Trace is a key part of the country's ongoing COVID-19 response. The system has been implemented to rapidly detect and identify people who have recently come into contact with a confirmed case in order to minimise the transmission of the virus.

We have a legal duty to maintain records of staff, customers and visitors for 21 days and are required to display the NHS COVID-19 QR poster.



Management has been given the authorisation to take reasonable steps to refuse entry to a visitor who does not provide their name and contact details.

Police officers, emergency responders, delivery drivers, children under 16, and anybody who does not have the mental capacity to provide their details are exempt.

If you are contacted by NHS Test and Trace, contact tracers will:

- Call from 0300 013 5000
- Send text messages from 'NHStracing'
- Ask you to sign into the NHS Test and Trace contact-tracing website

Please direct any business-related calls to Emma-Jean, Julie Carroll, or Danny Crossland. In their absence, please forward to the duty Operations Manager

If you have been identified as a close contact of a confirmed case you will be contacted by Test and Trace, and asked to answer various questions relating to your contact.

The UK's definition of 'close contact' for the purposes of contract tracing and isolation: *having face-to-face contact with someone less than a meter away (even if a face covering or facemask is worn) or being within 2 meters of an infected person for 15 minutes or more.*

It is important to accurately describe your contact with the confirmed case, including length of time spent within 2m, thoroughly describing any implemented control measures i.e. Perspex screens, face coverings etc. Your responses will determine whether you are required to self-isolate in line with the new regulations as outlined above.

It is, therefore, extremely important to ensure business continuity and to prevent virus transmission that you avoid 'close contact' and maintain social distancing where possible.

<https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>

#### 5.8 Travelling abroad

On the 18 January 2021 The Foreign, Commonwealth and Development Office (FCDO) suspended all travel corridors for people arriving in England. From the 29<sup>th</sup> March when



the 'stay at home' rule ends travel abroad, including holidays will continue to be prohibited, other than for the small amount of permitted reasons. The Government has launched a taskforce to review global travel which will report on 12 April 2021.

Currently, anyone arriving in England must quarantine for 10 days and take two coronavirus tests while you're in quarantine. If you have been in a country on the travel ban red list in the 10 days before you arrive, you will need to quarantine in a Government approved hotel.

If the travel ban is lifted and the travel corridors are reinstated, you're required to adhere to the following procedure:

If you decide to travel abroad your line manager must be notified in advance of your departure date of your travel plans: including destination(s), travel routes, and arrival dates back into the UK. Holiday requests may be declined if the business is unable to accommodate the period of holiday and the quarantine period which may follow, if the destination is not on the approved travel list at the time of request.

Countries on the approved travel list (travel corridor exemption), are changing all the time. Therefore, if the employee chooses to travel, they do so at their own risk knowing that they may be required to quarantine for 10 days upon their return to England; this will be un-paid.

It is the employee's responsibility to ensure that they monitor whether their travel destination remains covered by the travel corridor exemption for the duration of their trip. In the event of any changes, they must notify their line manager immediately to ensure arrangements can be made to cover their shifts.

Additionally, the line manager is also required to implement suitable checks to ensure employees returning to work from travel abroad are legally permitted to do so.

Travel guidance and a list of approved countries and countries requiring quarantine can be found using the link below:

<https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>



## 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 to prevent transmission.

### 6.1 Face Coverings

In the context of coronavirus (COVID-19) outbreak, a face covering is something which safely covers the nose and mouth.

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

#### 6.1.1 Customers

Face coverings or visors are mandatory in reception areas, changing rooms and when moving through the facilities. Visitors using the pools, sat for dining or at a lounge, are able to remove them. Medically exempt customers are permitted to use the facilities without a face covering.

#### 6.1.2 Staff

Face coverings are to be worn at all times when working front of house and moving through the facilities, with the exception of fitness instructors teaching a class.

#### 6.1.3 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.

The company adapts its booking process and restricts access to the premises in accordance with the Government restrictions imposed at that time. Reasonable operational checks are implemented to prevent overcrowding of facilities, mixing of customers, and that social distancing is maintained.



#### 6.1.4 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.

- Reduced member, guest and day spa bookings
- Local members are required to book their visits
- Bookings are capped at approximately 60% of our usual booked capacity
- Objective: a maximum capacity of approximately 350 people
- Usage numbers are monitored by management electronically
- Customers are informed of COVID procedures in booking email, including video demonstration and on arrival
- Customers are required to observe social distancing
- Taped walkways, one-way systems with directional arrows
- 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.

#### 6.1.5 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 and guest visits
- All members are required to book in advance
- Usage capacities are implemented and managed based on 100ft<sup>2</sup> per customer
- An alternative exit installed through the old Eden treatment area
- Equipment has been removed to facilitate social distancing

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

#### 6.1.6 Travelling within the UK

It is important that you travel safely during the coronavirus outbreak, you can help control the virus spread by walking and cycling if you can. It is important to keep your distance



from others, where possible, frequently wash/sanitise your hands, and avoid the busiest routes, as well as the busy times like the rush hour.

You should not be travelling at all if you are experiencing any coronavirus symptoms, are self-isolating as a result of coronavirus symptoms, sharing a household or support bubble of someone with symptoms, or have been instructed by NHS test and trace to self-isolate.

The Government has also enforced national lockdown, we advise that you decide whether your trip is essential prior to travelling.

## 7 Training

Training has been 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
- Staff have completed the IHASCO return to work COVID-19 training video prior to returning to work
- Teams have ensured that all staff are thoroughly trained on their new operating procedures prior to being permitted to work
- First aiders have been re-trained in methods to reduce contact whilst dealing with casualties

## 8 Operational Procedures

### 8.1 Signage

- Updated usage guidelines
- Hand washing / hand sanitising signs
- Face covering and changing room signs
- QR codes used for short cut to menus on the website
- NHS COVID-19 QR code displayed at various areas, including main entrances. Nirvana and Nirvana Fitness have separate QR codes

### 8.2 Adjustments to Facilities and Procedures

- Cash payments accepted at receptions only, use of contactless debit/credit or membership cards is recommended



- Contactless scanners placed on the reception desk to prevent reception staff handling customer cards
- Doors propped open, or fitted with automatic door release mechanisms
- Water fountains with close contact mouth dispensers placed out of order, use of taps to fill water bottles/glasses only. Contactless water machines installed on the restaurant and colosseum bars
- Additional hand sanitising stations have been placed at the main entrances and throughout the facilities
- Signing of documents i.e. receipts, 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 to manage the flow of customers
- Protective screens installed on the reception desks
- Thermal temperature scanning installed at all receptions
- Reconfiguration/spacing of reception furniture, fabric furniture removed

#### 8.3.2 Relaxation Areas

- Loungers situated with 2m spacing applied. A token/peg system is used to indicate whether the loungers have been disinfected
- We have removed all non-essential items from the facilities (newspapers, magazines etc.)
- Disinfectant wipes placed in the tepidarium for customer use

#### 8.3.3 Restaurant

- Queue for seating monitored by host(s)/management to facilitate social distancing. Customers are required to wear face covering until seated
- Customers are required to sanitise hands prior to being seated
- Reduced main menu offered only, buffet closed
- Menus digitalised and displayed on signs, single use disposable paper menus available upon request
- Booking required, capacity restricted to 25 per seating



- Introduction of a cold tapas served around the Roman Pool and Nirvana café. This helps facilitate social distancing in the restaurant by reducing the numbers required to dine
- Chefs and kitchen porters to work in bubbles of three teams separating the AM and PM shifts

12 April – 17 May

- Outside dining for groups of up to 6 people
- No requirement to order a substantial meal with alcoholic drinks, and no curfew
- Customers must order, eat and drink whilst seated (table service)
- Café and bars are closed
- Dining in the pergola with 50% of the sides open at all times

17 May – 21 June

- In the restaurant, dining tables spaced to ensure 2m distancing
- Rule of 6 or two households will apply

#### 8.3.4 Treatments

- Customers are required to wear face masks when lying face up during treatments, excluding facials
- Customers are required to sanitise hands before treatment
- Personal items to be stored in lockers, or on wicker chair in treatment room
- Client temperature checks carried out at treatment reception desk
- COVID-19 symptom checks carried out at treatment reception desk
- Product demonstrations permitted (specific RA undertaken), perspex screen installed on table and numbers reduced to 4 customers and 1 retail specialist
- Dual rooms available to book, appropriate PPE to be worn
- Post treatment drinks stopped

#### 8.3.5 Changing rooms and toilets

- Changing zones marked with floor tape for 1 person
- Attendant frequently monitors each changing room. Zones are disinfected after each use and a token system has been implemented.
- Wipes and anti-bacterial gel installed in all changing rooms for customer use when an attendant isn't available
- Additional support is provided by management/other departments at the end of the day to manage the flow of customers through the changing areas



- 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 changing rooms and toilets
- Changing room benches removed and replaced with chairs, where possible
- Touch points i.e. doors, soap/shower dispensers are disinfected frequently
- Hair straighteners and hair dryers removed

#### 8.3.6 Pools

Separate Technical Pool Operating Procedure and a pool risk assessment have been published to account for the COVID-19 guidelines.

Current guidance states that bather loads should be calculated to allow for 3m<sup>2</sup> or more per bather. Our bather loads have been adjusted to comply with the specified guidance.

- Maximum bather loads have been adjusted to ensure social distancing
- Pool testing increased to every two hours and tested at pool side to ensure testing validity
- 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 for the foreseeable future

### 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 able to do so
- Perspex screens dividers fitted in office and reception areas to facilitate social distancing
- Contractors/delivery companies have been advised of the COVID-19 measures; they are also required to provide their own COVID documentation
- Employees informed to keep in person conversations with others as short as possible, i.e. under 15 minutes
- Staff should maintain social distance (2m or 1m plus with control measures) at all times, where possible

#### 8.4.2 Avoiding transmission

- All employees are 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
- Hand sanitiser provisions have been increased throughout the premises
- 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. Stationery used by customers is placed in a used box and sanitised before re-use

#### 8.4.3 Arriving and departing work

- Staggering of shift rotations including arrival and departure times to reduce over-crowding in work areas
- Organise office seating to minimise mixing of staff on a daily basis (ops team)
- Staff encouraged to avoid public transport and use other means like cycling or cars
- Staff 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
- Sanitiser dispensers are located next to the employee finger print scanners; employees are required to sanitise prior to and following use
- Staff are required to take their temperature on arrival



#### 8.4.4 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 is enforced, and the time will be kept as short as possible. Meetings encouraged to be held outside

#### 8.4.5 Common areas

- Nirvana Fitness café is restricted for employee breaks only and the furniture has been sufficiently spaced to ensure social distancing is maintained, maximum 2 employees per table. The large round table and various bucket chairs have been taped off
- Staff to provide their own food, crockery, and cutlery
- Communal staff fridges will be placed out of use; staff will be required to store their own food
- Staff are required to clean shared kitchen equipment i.e. kettles, microwaves etc. before and after each use
- Anti-viral disinfectant spray/wipes will be located next to vending machines and in the kitchens
- Employees have been encouraged to store their belongings in lockers and away from common areas
- Anti-viral disinfectant spray has been placed within all employee common areas; staff will be advised to sanitise the areas frequently

#### 8.4.6 Workstations/reception

- Office layouts have been adjusted to comply with new regulations
  - Workstations removed
  - Perspex screens fitted
  - Clear desk dividers placed between workstations
- Allocation of workstations to minimise sharing of equipment
- Review of workstations
  - Employees are required to disinfect their workstation (chair, keyboard, mouse, desk, screen, telephone etc.) at the start and end and regularly during each shift
  - 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 (telephone headsets) where applicable
- Reduced occupancy within office areas
- Re-circulating air-conditioning units placed out of use

#### 8.4.7 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 wear a face covering

#### 8.4.8 Treatments

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

- Screens installed for manicure stations and on the treatment reception desk
- Employee temperature and COVID-19 symptoms checks
- Visors and type II masks provided to all treatment staff
- Employees to work in the same room throughout the duration of their shift, where possible
- Extended turnaround time between some treatments to facilitate additional cleaning
- Employees to change into uniform in their assigned room
- All equipment is disinfected after each use
- Token system used on the heated loungers
- Heated blankets available placed under two towels, no contact with customer



- The use of the middle pedicure chair has been placed out of use

#### 8.4.9 Wellness Suite

- The Wellness Suite is closed for the foreseeable future
- An alternative exit has been installed in the downstairs Wellness Suite
  - Anti-bacterial push plate fitted on the wellness studio door

#### 8.4.10 Dead Sea Salt Therapy Pool

- Bather load reduced to 16 people
- Removal of requirement to book and pool free of charge to use
- Two employees based in this area monitoring access and pool use
- Maximum group of 3
- Maximum usage time 30 minutes
- Staff wear visors when conducting inductions
- Staff ensure customers are socially distancing during inductions
- Staff have close contact with customers during emergencies only
- Dead sea salt therapy reception, protective screen fitted
- Removal of pool equipment, this is made available upon request and is disinfected prior to, and following customer use
- One-way pool system, including in and out which is straight into the showers
- Pool and shower floors are machined cleaned every night
- Eye wash stations are disinfected after each use

#### 8.4.11 Celestial Floatation Pool

- Bather load reduced to 4 people in the main pool (Maximum 8 people per float group)
- Up to two people from the same household in the small pools
- Only 4 people permitted in the showers at one time, operational procedure in place
- Extended turnaround time after the float to facilitate disinfecting touch points, neck floats, showers etc. Additionally, the extra time prevents different groups crossing upon entry/exit to the pool
- Staff wear visors when conducting inductions
- Staff ensure customers are socially distancing during inductions
- Staff have close contact with customers during emergencies only
- Monitoring of the float on CCTV
- Pool and shower floors are machined cleaned every night



- Eye wash stations are disinfected after each floatation

#### 8.4.12 Housekeeping & handling of laundry

- The laundries have been adjusted to ensure social distancing is maintained
- The trolleys are frequently 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 coverings 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

#### 8.4.13 Deliveries

- To maintain social distancing from drivers
- Use their own stationery to sign invoices if required

#### 8.4.14 Products

- A limited stock selection has been displayed to minimise contact
- Any returned products are carefully handled and thoroughly disinfected

#### 8.4.15 Nirvana Spa Fitness

- The fitness facilities are open at Nirvana Spa Fitness only
  - Cardio and functional playground
  - Performance Zone
  - Pool & Heat treatments
  - Spin studios
  - Ladies only gym
  - Classes (17 May)
- Staff periodically disinfect gym equipment whilst club is occupied and a deep clean is carried out after 10pm once all customers have left
- Classes operate at a reduced capacity.
  - Floor taped applied to internal studios to facilitate social distancing (100ftsq per person)



- 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 to be used for staff breaks and monitored by the management team
- The café used as a waiting area for the studio classes
- Vending options only
- The Crèche will be closed during phase 1

#### 8.4.16 Company vehicles

- Vehicles are 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 disposed of immediately

#### 8.4.17 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.

##### 8.4.17.1 Fire evacuation

- Nirvana Spa fire drills held on Tuesday 6<sup>th</sup> October and Thursday 8<sup>th</sup> October 2020
- New managers and Nirvana reception fire procedures
- 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



#### 8.4.17.2 First aid

(Guidance updated 18 May 20)

- Only trained first aiders are authorised to administer first aid
- A new resus kit has been added into available stock for use
- All other staff are required to raise the alarm and maintain social distance where possible
- First aiders have been 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

#### 8.4.18 Maintenance and build

Facility maintenance and refurbishment is 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
- Teams reduced to as low as reasonably practicable to ensure the work is conducted safely
- Maintenance team has been encouraged to avoid taking breaks together (within close contact) where possible.
- 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