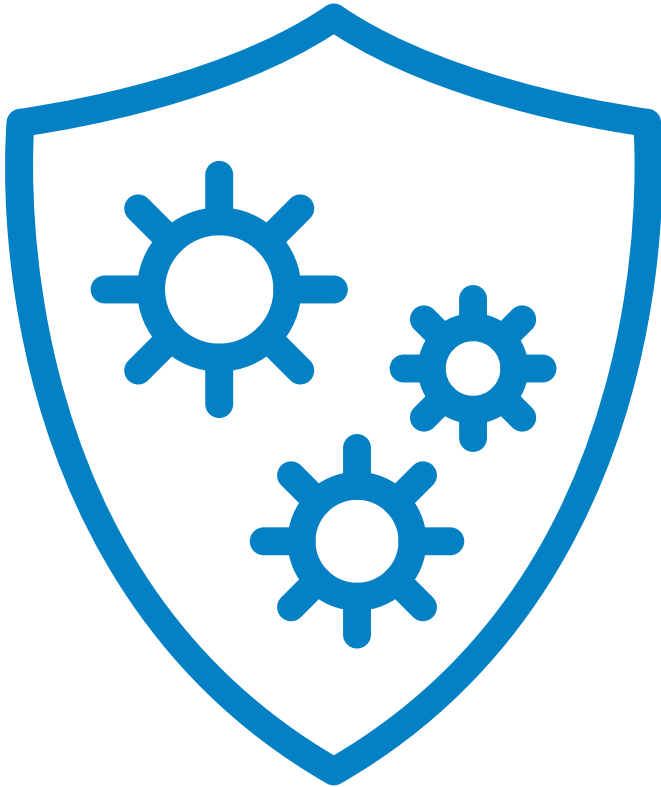


Coronavirus

Business Guide



Covid-19 Business Restrictions

We know that there is a link between hospitality and the transmission risk of coronavirus, including in outbreaks that have now occurred within Scotland. Environments where crowding has become an issue due to poor compliance with physical distancing and or premises exceeding safe capacity are a particular concern.

It is therefore necessary to introduce some new measures and give added emphasis to existing measures to address weaknesses in the current approach and keep risk to an absolute minimum while allowing businesses to remain open. They are not designed to add unnecessary restrictions to the hospitality experience nor hold back business operations. On the contrary, alongside safeguarding public health, the guidance seeks to help the sector protect itself from even more damaging consequences in the event premises need to close due to there being an outbreak. This is a very real and serious risk that must not be underestimated.

Physical Distancing

- Default requirement remains 2 metres between households.
- In the Hospitality Sector this can be reduced to 1 metres but only where additional mitigation measures are implemented (see below).
- Group size – maximum 8 individuals from 3 households indoors.
- All members of separate households must maintain the appropriate physical distance from each other (2m or 1m).

Maximum capacities will vary based on a number of factors including size and make-up of parties and available staffing etc. It should be considered in relation to pinch points. For a lot of premises this may be directly linked to the ability for customers to safely use bathrooms and handwashing facilities rather than seating capacity.

The appropriate physical distance must be maintained between all individuals throughout the premises – not just between seated parties.

Circulation spaces to allow customers access to their tables and toilets etc. must also permit the appropriate physical distance must be maintained.

Toilet and handwash facilities must be managed to ensure appropriate physical distance can be maintained. This is likely to require facilities to be taken out of use and access managed/supervised.

Queues need to be **managed by the business**. All members of separate household must maintain the appropriate physical distancing.

Within premises 2m (1m ONLY if additional mitigation measures in place) see below:

- outside premises 2m
- additional Mitigation for 1 Metre Distancing
- face coverings for all customer facing staff unless behind a physical partition, face shields are not an acceptable alternative.
- all customers to be seated
- improved ventilation
- volume low to avoid the need for raised voices, or huddling close together
- signage

Cleaning and Disinfection

- Enhanced cleaning and disinfection.
- Frequent cleaning and disinfection of hand contact surface.
- Cleaning and disinfection of tables between customers.

Customer Contact Information

- Collecting and keeping contact details. (see link at end).
- Wherever possible, people should pre-book tables in advance. And there should be no queueing.
- People should be seated, with table service.
- Customers should not be standing together to watch football, dancing, or queuing at the bar. Collect and retain customer contact information for 21 days.

Information to collect

The following information should be collected by the venue:

Staff

- the names of staff who work at the premises
- a contact phone number for each member of staff
- the dates and times that staff are at work
- For larger establishments, and where possible, it is also helpful to keep a record of what areas staff work in, e.g. what tables/sections they serve

Customers and visitors

- the name of each customer, or when customers are attending as a small household group, the contact details for one member of that group – a ‘lead member’
- a contact phone number for each customer, or for the ‘lead member’ of a small household group
- date of visit and arrival and, where possible, departure time
- for larger establishments, and where possible, it is also helpful to record table numbers or sections where customers were seated

If a customer does not have a telephone number, businesses may give customers the option to provide:

- a postal address
- an email address

How to collect data

- Contact details will need to be collected by premises for each customer or visitor, or for a 'lead household member' of each household, upon their arrival, or prior to their arrival where booking in advance allows. If only the contact details of the 'lead household member' are recorded, it must include a note of how many other people not separately recorded visited as part of that household.
- Many businesses that take bookings already have systems for recording their customers – including restaurants and hotels – which can serve as the source of the information above. This could include taking bookings online or over the phone.
- If not collected in advance, this information should be collected at the point that customers enter the premises. Customers will need to be informed of the need to provide information upon their arrival and the purposes for which it will be used. The resources published alongside this guidance include a poster that can be put up in an establishment to alert customers to this need, and copies of the template privacy notice which should be displayed to inform customers of how their information will be used and protected. There may also be instances where it is necessary to also explain to visitors the content of the privacy notice, e.g. where bookings are taken over the phone.
- Information should be recorded digitally if possible, but a paper record is acceptable too. Writing customer details in a book or register and destroying these when the retention period is over is acceptable so long as the register is kept out of public sight and stored securely. Similarly, digital records must be securely deleted at the end of the 21 day retention period. Staff need to be identified and appropriately trained for this.
- To minimise the risk of virus transmission, and any likelihood of other individuals having access to personal data during this process, any written information must be noted/recorded by a designated member of staff and not by each individual customer/group.
- The ability to record departure times where possible, as well as arrival time (including staff shift times) is important to reduce the potential number of customers or staff needing to be contacted (and potentially asked to self-isolate) by NHS Scotland's Test and Protect service, although it is acknowledged that in certain circumstances this may be more difficult.

If someone does not wish to share their details

- When individuals share their contact details for this purpose, it will support NHS Scotland's Test and Protect service to control the spread of the virus and therefore we are asking that people continue to play their part. You must encourage the individual to share their details in order to support NHS Test and Protect and advise them that this will only be used in the event of an outbreak or if a number of new cases are tracked back to the premises. Their information will then be used to inform them if they may have been exposed to a positive case or cases.
- It is also within the rights of individuals to request to access the data held on them, or to request that it is corrected. In those circumstances, businesses should comply with such requests.
- There is no legal requirement that individuals must provide their data for NHS Test and Protect purposes. **However, if the individual still does not want to share their details then premises should refuse to offer the service requested.** Employers should make clear to their employees the approach that they wish them to take in these circumstances.

New Mandatory Guidance

- There should be no queueing outside either. If it is unavoidable for any reason, those in queues should be physically distanced and managed by the business.
- And there should be no background music – or volume from the TV. We don't want people having to shout or lean in to each other in order to be heard.
- Face coverings for customers when not seated recommended.

Enforcement

We will Engage, Educate, Encourage and as a last resort Enforce.

- Guidance and support will be provided during on-site visits, immediate actions may be required. If you require further advice and support please contact ehadmin@moray.gov.uk with your contact details including the area you require support from.

Enforcement Options include

- Prohibition Notices under the Health Protection (Coronavirus) (Restrictions) (Scotland) regulations or the Health & safety at Work Etc. Act.
- Object to Occasional Licences (where applicable).
- Recommend permissions to use public spaces is revoked (where applicable).
- Instigate a Public Health Review of the Licence (where applicable).
- New Enforcement Powers are anticipated within revisions to the Regulations.

Links

<https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/collecting-customer-contact-details/>

<https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/hospitality-statutory-guidance/>



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