



LET'S TALK SAFETY

Keeping Safe and Building Consumer Confidence

The trust of customers and employees is the foundation of a business, this is currently truer than ever. Living up to this trust in a pandemic presents businesses in the Leisure industry with unprecedented challenges.

It is at times like this that we all must work together to prevent a worsening of the economic situation and to protect the health of people. The key here is to win back customer confidence with a high emphasis on the safety and wellbeing of our guests and employees.

Documentation is key, and we recommend that all operators are prepared with the correct documentation as they move into reopening their venues as part of their Standard Operating Procedures (SOP) specifically addressing the Covid-19 Pandemic:

- **Staff Training** records
- **Maximum Capacity Confirmation** for your venue/attraction
- **Disinfection of Venue/Attraction** records or 3rd Party certification prior to opening
- **Disinfectant Materials** Safety Data Sheets and Consumer Product Registration Certificates
- **SOP for the Guest Flow** from entrance/ticketing to exit to ensure safe social distancing at all times
- **SOP for Scheduled Cleaning** of all surfaces/facilities (covering adequate ventilation)
- **SOP for Cash Handling** (if available)
- **SOP for Safe Management of all venue/attraction facilities** (F&B, Retail, Toilets, Changing Rooms)
- **SOP for Handling a Suspected Covid-19 case** (isolation area, guest management)
- **SOP for all Rides/Attractions** such as entry/exit, capacity, queue line, barriers & social distancing
- **Checklists** for daily checks and recording of scheduled disinfection

Some further areas for operators to be prepared for are:

- Pre-booking and E-tickets to avoid physical contact
- Temperature checking of staff and visitors and visitor registration at entrance
- Recommend and reinforce frequent hand hygiene behaviors (e.g. after handling any surfaces)
- Equip your staff with the right face coverings and PPE as well as cleaning supplies and sanitizing gel
- Train your teams in enforcing the new rules with your visitors
- Post signs in highly visible locations that promote “Best Practice” protective measures/habits
- Ensure signs and messages are culturally appropriate and provided in multiple languages
- Prepare a safe isolation area in the facility in case of a suspected case of Covid-19

Please note that the above recommendations are only an extract from a comprehensive list of measures you should be prepared to implement and are meant to support—not replace—any state, local/territorial health and safety laws, rules, and regulations with which your businesses must comply.