

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

Windermere Lake Cruises have carried out a full risk assessment of all our operations prior to re-opening, the following relates to our Passenger Services.

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by who?	Action by when?	Done
Spread of Covid-19 Coronavirus	<ul style="list-style-type: none"> • Employees • Passengers • Contractors • Visitors • Members of the Public entering the premises • Customers (Including vulnerable groups -Children, Elderly, Expectant Mothers Those with existing underlying health conditions) 	<p><u>Hand Washing</u></p> <p>Hand washing facilities with soap and water in place. Stringent hand washing taking place.</p> <p>Drying of hands with disposable paper towels.</p> <p>Hand sanitisers have been positioned at every pier and point of sale (checked twice daily).</p> <p>Individual hand sanitisers issued to employees working in areas with limited access to dispensers.</p>	<p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p>	WLC	July 2020	Done

		<p>Cleaning Enhanced cleaning routines introduced in all areas. Anti-viral cleaning products supplied and training given in usage. Staffing levels increased to ensure enhanced cleaning can take place</p> <p>Timetables have been amended to ensure each vessel has a suitable lay over between cruises to allow for cleaning and sanitizing. A formal cleaning routine is in place and all crew are trained in carrying this out.</p> <p>Social Distancing Online booking system introduced to avoid large queues and to reduce the need to make a cash/card transaction. Seating areas are allocated at time of booking and passengers required to remain in designated areas whenever possible. Passenger capacity greatly reduced from maximum to ensure social distancing can be achieved in all areas of the vessel</p> <p>One-way system introduced so departing and returning boats do so from separate piers.</p> <p>Queuing zones have been created to ensure no overcrowding</p>	<p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice –</p> <p>Posters, leaflets and other materials are displayed around the premises.</p> <p>Waste materials disposed of regularly</p> <p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p> <p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to.</p>			
--	--	---	---	--	--	--

		<p><u>Wearing of PPE</u> Full risk assessments have been carried out for all aspects of our operations, PPE is provided to all employees where appropriate and training in proper use provided. Perspex screens are installed at all our points of sale and in between passenger/Captain areas onboard.</p> <p>In accordance with Government Regulation, all passengers are required to wear face coverings onboard, except those who fall under the permitted list of exemptions.</p> <p><u>Symptoms of Covid-19</u> If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow the stay at home guidance. Managers will maintain regular contact with staff members during this time. If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the management team will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</p>	<p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p> <p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast-changing situation.</p> <p>Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.</p>			
--	--	---	--	--	--	--

--	--	--	--	--	--	--