

How We Are Keeping You Safe During COVID-19

GLL understands that the health, safety and well-being of our staff and customers are of paramount importance.

Whilst co-existing with COVID-19, we are taking all reasonable measures to be COVID secure and have developed amended ways of working based on advice and guidance provided by the Government, industry bodies and Sports National Governing bodies.

In planning to reopen our facilities, you will see a number of changes when you return, whether it's a leisure centre, library, sports / cultural centre or children's centre we have made revised assessment of risks and have put new measures in place.

Our approach

Our approach has been driven by conducting Risk Assessments in each of our premises, and adapting the way that we do things.

They cover new measures which are all specific to COVID-19. These range from how customers access and egress the buildings, how they move around once inside, and the numbers that we permit inside at any one time.

Similarly, they cover new arrangements specific to staff, ranging from the application of first aid through to new cleaning regimes. In this way we can make the best reasonable endeavors to address the risks of COVID-19.

Here is a summary of some of the things that we have done (the actual measures may differ in each of our buildings depending on the services that we provide):

- We have introduced comprehensive social distancing measures to keep you and your family safe. These include:
 - Concierges who will manage the total number of customers at any one time, and manage queues at entrances and guide you through the building and provide information to customers.
 - Where possible we have introduced dedicated entrances and exits. You may find one way systems to maintain social distancing.
 - Clear information signs asking you to keep your distance from other customers and staff colleagues. Look out for our easily identifiable yellow and black signage and information.
 - Protective screens at some receptions.
 - Contactless payment only.
- Our Libraries may be set out differently too, we are going to separate returned stock from new or old stock for 72 hours and you will see more books displayed face on.
- Our staff may look different, you may see them wearing different equipment known as Personal Protective Equipment. This may include gloves, masks and visors. We're providing these for colleagues, if they choose to use them, although this is still optional.
- We've introduced a comprehensive COVID-19 training programme for all of our staff teams. We have reorganised the way they work and strict social distancing applies to staff members.
- The way you can access the Leisure Centres has changed also. You can only attend if you book in advance for a specific session. Our equipment has been repositioned so that everyone has their "safe space". We have limited both the number of customers in the Centre at any one time and we have limited the numbers in each activity.
- Hand sanitiser is provided at convenient points. Sanitiser is also provided for customers to wipe down equipment prior to use, this could be gym equipment, or the computer desk in the Library.
- We ask customers and staff not to visit our premises if they have symptoms of COVID -19, however mild.
- We will support the NHS test and trace programme by providing details of staff and customer visits if requested.

We hope that the measures we have taken enable us to provide both a safe as well as a very warm welcome back to using our services.