Coronavirus (COVID-19) Risk Management Procedures

### Background

This document has been prepared to ensure all (insert swim school name) stakeholders are informed of our current steps to prepare for the following circumstances:

* We discover that one of our students or family members of students or staff has developed the virus or has been in close contact with a person known to have the virus which leads to significant number of children withdrawing from the program
* We are instructed by the relevant authorities to close our swim school pool(s) due to potential exposure of our community to the virus

**Closure of the business: who it affects:**

* + Families
* Will not have lessons for the period of closure
* May be refunded/credited fees for the portion of Term not completed: refunds attract bank charges
  + Staff
* Staff that are full / part time (may be required to take holiday / sick leave or leave without pay, staff that are casual may have to be immediately laid off without pay
  + Principals in private swim schools may not receive a salary during the time of closure
  + Stakeholders (see below)

**Financial Implications:** It is our expectation that as a business we cannot be expected to carry the financial burden on our own if we close either due to significant drop in numbers or asked to close by a relevant authority in the interest of Public Health and Safety

**Factors to consider from our stakeholders**

* + Landlord
* Pool / building rent is paid monthly and will not be paid for the period of any closure
* Landlord requested to “forgive” rent for any closure period
* Unpaid rent will not be accrued by Landlord and interest not applied

*Check your contracts / speak to the landlord and amend as needed*

* + Bank / Financial Institutions
* Repayments on loans to be suspended by the bank until we re-open and receive Term fees in advance
* Interest unpaid will not accrue
* Missed repayments not to be added to the term of the loan but “forgiven” by the bank

*Talk to your bank about the COVID-19 financial support they have in place and amend as needed*

* + Energy Supplier -electricity / gas
* If you are a pool owner, some machinery will need to be kept running to ensure the pool can reopen quickly with minimal downtime
* Request to not charge for the period of closure
* Request lower rates

*Talk to your energy company(s) about COVID-19 policies and amend as needed*

* + Outstanding Invoices for Utilities and Suppliers
* Payment for past services/supplies be delayed by agreement without penalty
* Automatic deductions for computer support etc. pay smart and other direct debit programs to be placed on hold

*Amend / update as needed*

**Health Risk Management/Prevention Measures recommended**

Note: we have increased our already stringent cleaning procedures and provided additional signage for families:

**Facility Cleanliness** (if you hire a pool, please amend details below accordingly)

* Our floors are mopped and disinfected:
  + Prior to the start of every session
  + During the session when necessary
  + At the end of each session
* Our changing rooms and baby change tables are wiped down and disinfected after each class
* Our changing rooms have hand wash and sanitisers available
* Our pool water is regularly tested for pH and disinfection levels in line with recommended industry guidance
* Our filtration system uses a combination of chlorine, acid and ozone & UV as the primary disinfectant and operates 24 hours every day
* **Communication with Families**
* At the onset of the Coronavirus, and in line with UK Government guidelines, parents were previously emailed:
  + To provide up-date-information on the virus, health and hygiene procedures and that swimming lessons are safe to continue until otherwise advised by the official authorities
  + To advise us if any family members have recently visited China or affected countries
  + To report to us any family member who may contract the virus and/or is being currently treated
* We have increased our signage around the facility regarding hand washing and personal hygiene

**APPENDIX A: STAKEHOLDER DETAILS**

**Stakeholder examples Contact email**

* Bank
* Landlord
* Accountants
* Bookkeeping services
* Energy provider
* Tax Office
* E-commerce Partner
* Database provider
* Telecomms provider
* Local schools
* Swim School Staff
* Swim School Families