

Keeping Workers and Customers Safe during COVID-19 - Guidelines for use by UK audio production companies

Public Version 1.6 Produced on 2 December 2020

Changes incorporated since last version:

Section 1 – 1.9 and 1.10 – has been updated to reflect new rules in England

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1. About this guidance

- 1.1. This guidance has been prepared in consultation with the Department for Digital, Culture Media and Sport (DCMS) with input from audio professionals, content producers and broadcasters, the music industry, industry bodies, unions and the devolved administrations in Wales, Scotland and Northern Ireland.
- 1.2. This guidance provides background information and risk assessment guidance for professional audio production, including making audio content for radio broadcast, podcasting, audiobooks and activities such as studio hire for the above. These guidelines do not cover music recording – separate guidance has been issued for this (see section on Recording Music).
- 1.3. The guidelines include detail on compliance with essential requirements as well as additional considerations which may need to be addressed depending on the nature of your business or activities. We would ask all producers to keep checking www.audiouk.org.uk for any updates to this guidance, and also that you provide copies or a summary to any freelancers and talent with whom you are working.
- 1.4. **Commenting on this guidance:** if you would like to make any suggestion on how we could improve this guidance please email admin@audiouk.org.uk
- 1.5. **Meaning of ‘Workers’ and ‘Customers’.** Please note that ‘Workers’ includes staff, freelancers and contributors. ‘Customers’ includes clients of those hiring studios and providing similar services.
- 1.6. Please note that public health is devolved in Northern Ireland, Scotland and Wales; this guidance is based on English guidance and therefore should be considered alongside local public health and safety requirements and legislation in Northern Ireland, Scotland and Wales. For advice to businesses in other parts of the UK please see separate guidance for [Northern Ireland](#), the [Scottish Government](#), and the [Welsh Government](#).
- 1.7. The latest government guidance and information can be accessed by following the links provided in the final section of this document, and signing up to the Government’s email service for businesses at:

<https://public.govdelivery.com/accounts/UKDECC/subscriber/new>
- 1.8. You may wish to make use of this online Government manual for business:
<https://www.gov.uk/coronavirus-business-reopening>

Audio Production in England

- 1.9. In September and October, the virus spread rapidly in all parts of England. The government responded with new national restrictions. On 2 December these were replaced with a regionally-differentiated approach, where different tiers of restrictions apply in different parts of the country. Full information on the local restrictions can be found here: <https://www.gov.uk/guidance/local-restriction-tiers-what-you-need-to-know#high-alert>
- 1.10. Audio producers should note that while in general people are being encouraged to work from home if possible, people are able to leave home and gather where this is reasonably necessary for work purposes.

- 1.11. This does of course depend on all the correct procedures being followed.
- 1.12. Test and trace became mandatory for certain businesses from 18 September (i.e. those currently advised to do so in Covid-19 secure guidance such as cinemas and music venues).
- 1.13. If your production has been commissioned by a third party, then you should make sure you read this guidance in conjunction with any guidance your commissioning organisation has also produced. Please talk to your commissioning lead about this.
- 1.14. The UK is currently experiencing a public health emergency as a result of the COVID-19 pandemic. It is critical that employers, employees, the self-employed and customers take steps to keep everyone safe. This document is to help employers, employees and the self-employed involved in professional audio production in the UK understand how to work safely and keep their workers, co-workers and customers safe during the COVID-19 pandemic, keeping as many people as possible the correct social distance apart from those with whom they do not live and are not part of their support bubble. It is important to work safely and support your workers' and customers' health and wellbeing during the COVID-19 pandemic and not contribute to the spread of the virus. The government is clear that workers should not be forced into an unsafe workplace and the health and safety of workers and customers, and public health, should not be put at risk.
- 1.15. Up-to-date rules on social distancing can be found using the following link: <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>.
Note that travel to work is permitted where you cannot work from home.
- 1.16. This document sets out guidance on how to work safely while minimising the risk of spreading COVID-19. It gives practical considerations of how this can be applied in the workplace.
- 1.17. Each business will need to translate this into the specific actions it needs to take, depending on the nature of its business, including the size and type of business, how it is organised, operated, managed and regulated.
- 1.18. This guidance does not supersede any legal obligations relating to health and safety, employment or equalities and it is important that as a business, an employer or a self-employed person you continue to comply with your existing obligations, including those relating to individuals with protected characteristics. It contains non-statutory guidance to take into account when complying with these existing obligations. When considering how to apply this guidance, take into account agency workers, contractors and other people, as well as your employees.

Households and support bubbles

- 1.19. Any reference to 'households' includes 'support bubbles' as defined in the Government guidance on *Meeting people from outside your household*:
<https://www.gov.uk/government/publications/coronavirus-covid-19-meeting-with-others-safely-social-distancing>

2. Thinking About risk

- 2.1. To help you decide which actions to take, you need to carry out an appropriate COVID-19 risk assessment, just as you would for other health and safety related hazards. This risk

assessment must be done in consultation with unions or workers. There are interactive tools available to support you from the Health and Safety Executive (HSE) at <https://www.hse.gov.uk/risk/assessment.htm>.

- 2.2. You can make your risk assessment available to clients and staff for their reassurance. Make sure to discuss your risk assessment plans with your commissioning lead. It is also important to talk to the executive producer at the start of planning a production and make sure they sign off the risk assessment.
- 2.3. COVID-19 is a public health emergency. Everyone needs to assess and manage the risks of COVID-19, and in particular businesses should consider the risks to their workers and customers and visitors to premises such as delivery drivers and to anyone who could be affected by the way they run their business. As an employer, you also have a legal responsibility to protect workers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.
- 2.4. You must make sure that the risk assessment for your business addresses the risks of COVID-19, using this guidance to inform your decisions and control measures. You should also consider the security implications of any decisions and control measures you intend to put in place, as any revisions could present new or altered security risks that may require mitigation. A risk assessment is not about creating huge amounts of paperwork, but rather about identifying sensible measures to control the risks in your workplace. If you have fewer than five workers, or are self-employed and work alone or with others who live with you, you don't have to write anything down as part of your risk assessment. Your risk assessment will help you decide whether you have done everything you need to. There are interactive tools available to support you from the Health and Safety Executive (HSE) at <https://www.hse.gov.uk/risk/assessment.htm>.
- 2.5. Employers have a duty to consult their workers (this can include contractors in some cases) on health and safety. You can do this by listening and talking to them about the work and how you will manage risks from COVID-19. The people who do the work are often the best people to understand the risks in the workplace and will have a view on how to work safely. Involving them in making decisions shows that you take their health and safety seriously. You must consult with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by workers. As an employer, you cannot decide who the representative will be.
- 2.6. At its most effective, full involvement of your workers creates a culture where relationships between employers and workers are based on collaboration, trust and joint problem solving. This is perhaps particularly important where work is carried out in a home environment. As is normal practice, workers should be involved in assessing workplace risks and the development and review of workplace health and safety policies in partnership with the employer.
- 2.7. Employers and workers should always come together to resolve issues. If concerns still cannot be resolved, see below for further steps you can take.
- 2.8. Where the enforcing authority, such as the HSE or your local authority, identifies those those employers or other responsible people who are not taking action to comply with the relevant public health legislation and guidance to control public health risks, they will consider taking a range of actions to improve control of workplace risks. For example, this would cover employers not taking appropriate action to socially distance, where possible. The actions which can be taken include the provision of specific advice to employers

through to issuing enforcement notices to help secure improvements. Those responsible can also include people who may not be employers, such as (i) owners of premises, (ii) the self-employed or (iii) even employees.

- 2.9. Failure to complete a risk assessment which takes account of COVID-19, or completing a risk assessment but failing to put in place sufficient measures to manage the risk of COVID-19, could constitute a breach of health and safety law. The actions the enforcing authority can take include the provision of specific advice to employers to support them to achieve the required standard, through to issuing enforcement notices to help secure improvements. Serious breaches and failure to comply with enforcement notices can constitute a criminal offence, with serious fines and even imprisonment for up to two years. There is also a wider system of enforcement, which includes specific obligations and conditions for licensed premises.
- 2.10. Employers are expected to respond to any advice or notices issued by enforcing authorities rapidly and are required to do so within any timescales imposed by the enforcing authorities. The vast majority of employers are responsible and will join with the UK's fight against COVID-19 by working with the Government and their sector bodies to protect their workers and the public. However, inspectors are carrying out compliance checks nationwide to ensure that employers are taking the necessary steps.
- 2.11. How to raise a concern:
- Contact your employee health and safety representative where there is one
 - Contact your trade union if you have one.
 - Use the HSE form available at <https://www.hse.gov.uk/contact/concerns.htm>
 - Contact HSE by phone on 0300 003 1647.

Managing risk

- 2.12. Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected. In the context of COVID-19 this means protecting the health and safety of your workers and customers by working through these steps in order:
- In every workplace, increasing the frequency of handwashing and surface cleaning.
 - Businesses and workplaces should continue to make every reasonable effort to enable working from home as a first option. Where other workers working from home is not possible, workplaces including home workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (maintaining social distancing wherever possible).
 - No work should be carried out in a household which is isolating because one or more family members has symptoms or where an individual has been advised to shield - unless it is to remedy a direct risk to the safety of the household or to public safety.
 - Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible

to reduce the risk of transmission between their staff.

2.13. Further mitigating actions include:

- Increasing the frequency of hand washing and surface cleaning.
- Keeping the activity or in-person time involved as short as possible.
- Using screens or barriers or other rooms or areas to separate people from each other.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible if working close together.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

2.14. Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

2.15. In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19 and be mindful to include them where some workers are working in-person and some remotely.

2.16. The recommendations in the rest of this document are ones you must consider as you go through this process. You could also consider any advice that has been produced specifically for related sectors, for example by trade associations or trades unions.

2.17. If you have not already done so, you should carry out an assessment of the risks posed by COVID-19 in your workplace as soon as possible. If you are currently operating, you are likely to have gone through a lot of this thinking already. We recommend that you use this document to identify any further improvements you should make.

Sharing the results of your risk assessment

2.18. You must share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website (and we would expect all employers with over 50 workers to do so). Below you will find a notice you should display in your workplace to show you have followed this guidance.

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

3. Who should go to work

- 3.1. Staff, production talent and other contributors should work from home where possible but if this is not possible then they must maintain the correct social distance from any other individual at all times.
- 3.2. There needs to be a very good reason to bring people together in a workplace justified and consideration should be made as to whether the objective can be achieved remotely instead, thereby not asking people to travel or enter a communal working area or someone else's home, unless necessary and with additional controls in place. Whenever there is a proposal to bring people together in a workplace, those involved must consider carefully whether this is essential, and in particular why it is not possible to achieve the desired result by other means. After making a considered decision, if people are asked to congregate in a communal [indoor?] working area, this should only be done once the risks have been thoroughly assessed, mitigating action taken and any additional controls put in place
- 3.3. Online interviews, user generated content (UGC), delivered equipment (following delivery protocols – see below) where necessary for contributors / presenters to use etc. should be considered in the first instance.
- 3.4. You should assist the Test and Trace service by keeping a temporary record of your staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks. Information on test and trace can be found at <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>.

Protecting People at Higher Risk

- 3.5. You should introduce an appropriate way to identify anyone who is clinically extremely vulnerable or at increased risk from the illness as they are in a clinically vulnerable group. The NHS information on higher-risk groups can be found at: <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/>
- 3.6. Ask everyone involved on the production to confirm their current health status and regularly check that the status of individuals' health hasn't changed. Government guidance must be followed.
- 3.7. Check if anyone is self-isolating in accordance with the current government advice.
- 3.8. Check whether anyone is in a 'clinically vulnerable' category (i.e. those who are at increased risk of severe illness from coronavirus) as set out in the government guidance, or is living with, or caring for someone in this category. This includes:
 - Aged 70 or older (regardless of medical conditions).
 - Under 70 with an underlying health condition
 - Those who are pregnant.
- 3.9. Clinically extremely vulnerable individuals (see definition in Appendix) have been strongly advised not to work outside the home.
- 3.10. Clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre-existing conditions, see definition in Appendix), have been asked to take extra care in observing social distancing and should be helped to work from home,

either in their current role or in an alternative role.

- 3.11. If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 2m away from others. If they have to spend time within 2m of others, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.
- 3.12. Avoid recording with anyone self-isolating unless this can be done without compromising their health or isolation, or the health of the production staff.
- 3.13. Consider providing support for workers around mental health and wellbeing. This could include advice or telephone support

Equality in the workplace

- 3.14. In applying this guidance, employers should be mindful of the particular needs of different groups of workers or individuals.
- 3.15. It is breaking the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex or disability. Employers also have particular responsibilities towards disabled workers and those who are new or expectant mothers. Advice for supporting equality in the workplace includes:
 - Understanding and taking into account the particular circumstances of those with different protected characteristics.
 - Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.
 - Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.
 - Making reasonable adjustments to avoid disabled workers being put at a disadvantage and assessing the health and safety risks for new or expectant mothers.
 - Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example those with caring responsibilities or those with religious commitments.

People who need to self-isolate

- 3.16. It is important to make sure individuals who are advised to stay at home under existing government guidance do not physically come to work or participate in activities in person. This includes individuals who have symptoms of COVID-19, those who live in a household or are in a support bubble with someone who has symptoms and those who are advised to self-isolate as part of the NHS's Test and Trace service.
- 3.17. Steps that will usually be needed include:

- Enabling workers and participants to work from home while self-isolating if appropriate.
- Communicating clearly that individuals self-isolating should not come to, or near to, audio production activities. If feasible, providing alternative means such as video link for them to participate.
- See current guidance for employees and employers relating to statutory sick pay due to COVID-19.
- See current guidance for people who have symptoms and those who live or are in a support bubble with others who have symptoms.
- If one member of a 'fixed team' displays symptoms, follow the test and trace guidance for contacts of people with possible or confirmed COVID-19 infection who do not live with the person.

4. Social distancing for workers

- 4.1. Where, after careful consideration, it has been decided that it is essential to work other than at home, whether in an indoor or outdoor location, there should be a clear rationale for the number of production staff asked to participate. Alternative recording techniques or production methods should be explored and considered to reduce the number of people to the absolute minimum.

Adapting creatively

- 4.2. Fitting in with the guidelines will necessarily make some types of production more difficult, for example large ensemble casts for an audio drama. Producers should consider reexamining scripted content to adapt it for practical recording limitations where possible. If your production is one which has been commissioned, have a conversation with the commissioner about how this can be done. Alternative forms of recording should continue to be considered including home recording or the use of studios which allow for complete separation of actors and of crew.
- 4.3. For detailed guidelines relating to advice on recording music (including guidelines related to singing and playing wind and brass instruments”), specialist guidelines are currently being prepared by the music industry and once published they will be available via the Association of Independent Music: <https://www.aim.org.uk>. You may also wish to refer to the guidance on performing arts: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/performing-arts>

Travel to and from production premises / locations

- 4.4. If you are contractually required to arrange private transport you will have to make that aspect of your business COVID-19 compliant (e.g. conducting a risk assessment and introducing mitigating measures). Where you are not contractually required to arrange private transport for staff and freelancers, we recommend you consider the use of local staff and contributors to reduce travel and consider recording locations that offer parking for cars and bicycles. In addition, it is recommended that all staff and freelancers are reminded of the following guidance on travelling to or from productions:
- People should walk and cycle if they can. Where this is not possible, they should use public transport or drive.

- Wearing a face covering on public transport is mandatory in England - people who fail to do so are breaking the law and could be fined.
 - Wash hands before and after using any public transport, including taxis or shared vehicles. You must wear a face covering when using taxis or private hire vehicles. A taxi driver or private hire vehicle operator may be entitled to refuse to accept you if you do not wear a face covering.
 - When travelling take methods of observing good personal hygiene, for example sanitiser and hand wipes
 - Consider use of bicycles or walking where possible in the first instance.
 - Wipe down vehicle touch points.
 - If a car or other private vehicle is required, use single occupancy vehicles where possible (remember to assess risk from tiredness/fatigue).
 - If there is need to stop to re-fuel, use “pay-at-pump” facilities and contactless payment where possible. Hands should be sanitised after using the fuel pump.
- 4.5. If public transport has to be used, try to schedule people so they are travelling at quieter times of day but don't forget the personal safety risks. There is a legal requirement that face coverings must be worn on public transport, with some exemptions on health grounds (see:<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#exemptions-face-coverings>)
- 4.6. If you or staff/freelancers do not have an alternative to using public transport as part of the production work during the course of the working day, you can offer to make face coverings available for use for those who wish to use one in line with government advice.
- 4.7. Where appropriate make arrangements to ensure those travelling can observe good personal hygiene (for example sanitising wipes and hand gel).
- 4.8. Maintain hygiene standards in use of security access devices, such as keypads or passes, and adjust processes at entry/exit points to reduce risk of transmission. For example, clean pass readers regularly and asking staff to hold their passes next to pass readers rather than touching them.
- 4.9. When planning the recording try to avoid overnight stays - schedules should be considered accordingly to manage this. Contact the person in charge of the production if this poses a challenge. When overnights are essential, ensure that accommodation is appropriately sanitised and avoid sharing rooms where possible.
- 4.10. Where staff cannot work alone on location/travelling, minimise the number working together and keep the same team together to avoid multiple contacts. Follow the social distancing rule wherever possible and when travelling in the same vehicle maximise distance between occupants - passenger should sit on the rear passenger seat diagonally away from the driver. Where possible drive with windows down to increase air movement.

Quarantine rules

- 4.11. Government rules on passengers flying into and out of the UK are changing regularly and we would advise that if relevant you should sign up to the updates:
<https://www.gov.uk/email-signup/?topic=/transport/aviation-passenger-experience>

4.12. From 8 June new rules were introduced regarding passengers flying into the UK. These include:

- The government has introduced travel corridor exemption for some countries and territories. The travel corridor list is here: <https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors#updates-to-the-travel-corridor-list>
- People who are not subject to quarantine rules will need to provide information through completing a passenger locator form
- For arrivals from non-exempt countries, passengers arriving in the UK will be required to self-isolate for up to 14 days and could be contacted regularly throughout this period to ensure compliance. Public Health England will contact people at random to ensure they understand the requirements and are self-isolating. Removal from the country would be considered as a last resort for foreign nationals who refuse to comply with these public health measures.
- Anyone failing to comply with the mandatory conditions may face enforcement action. A breach of self-isolation would be punishable with a fixed penalty notice in England or potential prosecution and unlimited fine.
- The level of fine could increase if the risk of infection from abroad increases. The devolved administrations will set out their own enforcement approaches.
- Border Force will undertake checks at the border and may refuse entry to any non-resident foreign nationals who refuses to comply with these regulations and isn't resident in the UK. Failure to complete the form is also punishable by a fixed penalty notice.

International air travel (inbound and outbound)

4.13. Under national restrictions in England, you can only travel abroad for [work, education or other legally permitted reasons](#).

4.14. Where possible, use airlines which are operating in line with current UK Government COVID-19 travel guidance.

4.15. Advise cast and production staff of COVID-19 safe practice requirements at local destination and known associated risks before booking (this may include mandatory quarantine periods).

4.16. Give inbound talent and production staff a briefing on the protocols they will be asked to follow while working on the production.

4.17. Additionally, for outbound international air travel, confirm COVID-19 safe practice requirements and known associated risks at local destination before booking (changes may have occurred locally since location was chosen). The rules are likely to change over time, for example as to whether a country is exempt or non-exempt; this may be relevant in relation to cancellation fees and insurance.

4.18. Adhere to all government quarantine requirements as per above.

Workplaces and workstations

4.19. For office environments, workstations should allow workers to maintain social distancing.

- 4.20. Workstations should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people.
- 4.21. If it is not possible to keep workstations the correct social distance apart then businesses should consider whether that activity needs to continue for the business to operate. Note that in law, duty-holders are obliged only to reduce risks so far as it is reasonably practicable to do so.
- 4.22. Reviewing layouts to allow workers to work further apart from each other.
- 4.23. Using floor tape or paint to mark areas to help people keep to the correct social distance.
- 4.24. Avoiding people working face-to-face. For example, by working side-by-side or facing away from each other.
- 4.25. Using screens to create a physical barrier between people.
- 4.26. Using a consistent pairing system if people have to work in close proximity. For example, maintenance activities that cannot be redesigned.
- 4.27. Avoid passing objects or documents between people or touching shared surfaces (e.g. door-handles, table-tops, consent forms etc.) without a regular cleaning regime and maintaining the correct social distance. Documentation can be emailed and read on personal devices and applications such as 'DocuSign' utilised. Any physical documents should be placed in a cleanable plastic wallet.
- 4.28. Where corridors are narrow, reduce the need for people to pass each other e.g. create a one way system. Where this is not possible, turn to face the wall as the other person walks past.

Workforce management

Shift patterns and working groups

- 4.29. As far as possible, where workers are split into teams or shift groups, fix these teams or shift groups so that where contact is unavoidable, this happens between the same people.
- 4.30. Members of fixed teams should observe social distancing amongst themselves, and between fixed teams
- 4.31. Identify areas where people have to directly pass items to each other and find ways to remove direct contact such as by using drop-off points or transfer zones.
- 4.32. Create zones to separate groups, for example sound operators from other production team members and performers.

Meetings

- 4.33. Meetings should as much as possible be conducted using remote online services such as Zoom, Google Meet and so on.
- 4.34. If meetings are held in person keep to all standard social distancing rules and avoid transmission through passing objects to others, e.g. pens etc.

4.35. Hold meetings outside where possible.

4.36. Provide hand sanitiser in meeting rooms and open any windows to improve ventilation.

Common Areas

4.37. Use safe outside areas for breaks.

4.38. Create additional space by using other parts of the working area or building that have been freed up by remote working.

4.39. Installing screens to protect workers in receptions or similar areas.

4.40. Reconfigure seating and tables to optimise spacing and reduce face-to-face interactions.

4.41. Considering use of social distance marking for other common areas such as toilets, showers, lockers and changing rooms and in any other areas where queues typically form.

Accidents, security and other incidents

4.42. In an emergency, for example, an accident, provision of first aid, fire or break-in, people do not have to stay the correct social distance apart if it would be unsafe.

4.43. People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.

4.44. Review your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.

4.45. Consider the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations.

4.46. Consider whether you have enough appropriately trained staff to keep people safe. For example, assign dedicated staff to encourage social distancing or to manage security.

4.47. Follow government guidance on managing security risks at <https://www.cpni.gov.uk/staying-secure-during-covid-19-0>

Necessary work closer to someone

4.48. All work should be conducted to enable the correct social distance between individuals. Where this is not achievable due to the task the next step is to review whether the activity really does need to be undertaken. Where it is considered essential, separation should be as far as possible from each other to allow the task to be carried out safely. Other controls which should be taken into account as part of the planning process are provided below. Remember controls should be identified in the risk assessment that is completed as part of the planning process. Senior management should approve the need for work where a breach of the correct social distance is necessary for work to be carried out safely. Your safety adviser or equivalent should also be consulted in this case.

4.49. Note. The measures identified below should be additional to the standard arrangements

around returning to work such as individuals not demonstrating symptoms of COVID-19 or having been in contact with someone within their household who has demonstrated symptoms. Furthermore, anyone who falls into the 'clinically extremely vulnerable' group who is shielding should not be working outside of their home. For 'clinically vulnerable' individuals, extra care must be taken in observing social distancing.

- 4.50. Allow for good ventilation where possible. For example, opening windows and doors frequently, where possible
- 4.51. Establish regular cleaning of the area and equipment taking into account the types of surfaces that are present. Avoid sharing touch points. Do not share equipment unless it is cleaned before each use. Asking people to bring their own equipment if possible. Where touch points will be shared, ensure that all staff have washed their hands thoroughly prior to entering the space. Remind them to try not to touch their faces, and if they do they should wash their hands prior to completing the task.
- 4.52. Increase the frequency of hand washing and surface cleaning
- 4.53. Reduce the number of people in the area as far as practicable. This may mean moving some functions to a space outside of the area.
- 4.54. Reduce the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others). Consider staff rotation.
- 4.55. Plan the task in order to keep the activity time involved as short as possible. Consider carrying out the work at a planned time e.g. beginning or end of the day so that fewer people are present.
- 4.56. Try to plan the work so that people do not face each other - using back-to-back or side-to-side working instead whenever possible.
- 4.57. Change the working space / or adjust the lifting method / tasks to remove the requirement for staff to work face to face... but remember work should be carried out safely do not increase the risk by introducing awkward stances, postures etc.
- 4.58. Where staff must work in close proximity, consider the use of partition screens to reduce direct exposure to aerosols from coughs and sneezes. The height of the screen should be at the correct social distance and the width should allow for the person to stand and leave the seated position in the studio or OB truck without affecting any fire evacuation procedures. Where screens are used you should consult your safety adviser or equivalent so that any limitations are clearly understood. Note that screens can create false sense of security, and must be used in conjunction with the other measures.
- 4.59. All premises should ensure that steps are taken to avoid people needing to unduly raise their voices to each other. This includes - but is not limited to - refraining from playing music or broadcasts that may encourage shouting, including if played at a volume that makes normal conversation difficult. This is because of the potential for increased risk of transmission - particularly from aerosol and droplet transmission. We will develop further guidance, based on scientific evidence, to enable these activities as soon as possible.

5. Cleaning the workplace

Before reopening

- 5.1. Clean and wipe down all work areas and equipment prior to first use and inbetween subsequent uses
- 5.2. Check whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.
- 5.3. Most air conditioning systems do not need adjustment, however where systems serve multiple buildings, or you are unsure, advice should be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.

Keeping the workplace clean

5.4. Methods of keeping the workplace clean should include:

- Frequent cleaning of work areas and equipment between use, using your usual cleaning products.
 - Frequent cleaning of objects and surfaces that are touched regularly, including desks, door handles etc., and making sure there are adequate disposal arrangements for cleaning products.
 - Clearing workspaces and removing waste and belongings from the work area at the end of a shift.
 - Enhancing cleaning for busy areas.
 - Providing more waste facilities and more frequent rubbish collection.
 - Plan recording activities to allow adequate time for cleaning between sessions
- 5.5. If you are cleaning after a known or suspected case of COVID-19, refer to the specific guidance: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>
- 5.6. To ensure that toilets are safe to use, help maintain good hygiene, social distancing and cleanliness as follows:
- Consider the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks).
 - Consider making hand sanitiser available on entry to toilets where safe and practical, and ensure suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available.
 - Set clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
 - Keep the facilities well ventilated, for example by fixing doors open where appropriate.
 - Put up a visible cleaning schedule can keep it up to date and visible.

Special care should be taken for cleaning of portable toilets and larger toilet blocks.

Hygiene

- 5.7. Make arrangements to ensure people can practice good personal hygiene. It is recommended this is reiterated during the day.
- 5.8. Use signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
- 5.9. Providing regular reminders and signage to maintain hygiene standards.
- 5.10. Wash hands more often than usual, for 20 seconds, using soap and warm water.
- 5.11. If soap and water are unavailable use hand sanitiser gel (at least 60% alcohol).
- 5.12. Wash your hands before and after eating, drinking or smoking, and as soon as you get home.
- 5.13. Try to avoid touching your eyes, mouth or nose if you haven't recently washed your hands.
- 5.14. If you cough or sneeze, cover your mouth with a tissue or your elbow (not your hands).
- 5.15. Dispose of the tissue straight away and wash your hands as soon as possible.
- 5.16. If someone has symptoms whilst at work they should go home immediately, minimising contact with others and avoiding public transport if at possible. The person should inform their line manager and keep them informed of their health status. Those with whom they have been in contact should be informed of the situation so that they can be more vigilant and can seek medical advice if required.
- 5.17. Avoid contact with people who have symptoms.

6. Personal Protective Equipment (PPE) and face coverings

- 6.1. PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks.
- 6.2. Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.
- 6.3. At the start of this document we described the steps you need to take to manage COVID-19 risk in the workplace. This includes working from home and staying the correct social distance away from each other in the workplace if at all possible. When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.
- 6.4. The exception is clinical settings, like a hospital, or a small handful of other roles for which Public Health England advises use of PPE. For example, first responders and immigration

enforcement officers. If you are in one of these groups, you should refer to the advice at:

- <https://www.gov.uk/government/publications/coronavirus-covid-19-personal-protective-equipment-ppe-plan/covid-19-personal-protective-equipment-ppe-plan>
 - <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>
- 6.5. Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.
- 6.6. Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.
- 6.7. A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It just needs to cover your mouth and nose.
- 6.8. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.
- 6.9. It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.
- 6.10. Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off. You should be prepared to remove your face covering if asked to do so by police officers and staff for the purposes of identification.
- 6.11. Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:
- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
 - When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
 - Change your face covering if it becomes damp or if you've touched it.
 - Continue to wash your hands regularly.
 - Change and wash your face covering daily.

- If the material is washable, wash in line with Manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.
- Practice social distancing wherever possible.
- You can make face-coverings at home and can find guidance on how to do this and use them safely on GOV.UK.

7. Working in Studios

- 7.1. Establish how much physical space would be required to meet the production demand.
- 7.2. Factor in the reduced staff numbers and available recording techniques as identified in the earlier framework considerations.
- 7.3. Keep time in the studio space to a minimum (i.e. after the work task has finished, leave working area and continue conversations over the phone/on zoom or skype)
- 7.4. Plan access and deliveries and schedule so that you do not have large numbers of staff/participants arriving or working at the same time. Allow enough time for this, as likely to take longer than pre-COVID-19.
- 7.5. Utilise all available studio space to help to maintain the correct social distance.
- 7.6. Factor in the time it will take to record with staggered access, social distancing etc.
- 7.7. Seek to allow time between each contributor (presenter/artist/narrator) visiting the studio to allow for cleaning booths in between recording, including wiping down surfaces, cleaning and replacing mic shields and so on.
- 7.8. Encourage contributors to bring their own laptop/tablet for reading prepared material.
- 7.9. For deliveries, drivers to remain separate to and socially distant from production staff and contributors where possible.
- 7.10. Where face-to-face contact is essential and therefore the correct social distance will be breached (e.g. during a manual handling task or fixing a technical issue in a gallery during live output), this should be for the minimum time possible and good hygiene practices followed (washing hands before and after manual handling/any activity). If this is foreseen or a requirement you should consult in advance with senior management.
- 7.11. Where operatives need to work in pairs, 'buddy' them together and ensure that (so far as is possible) the same pair work together to avoid multiple contacts – this type of activity may require senior management authorisation and you should contact your safety adviser or equivalent.
- 7.12. Hand washing should be undertaken before entering the studio and again on completion of tasks – those in charge of the production should remind staff/participants of the need for regular hand washing in line with government guidance. The need for alcohol based (60% minimum) sanitiser should be considered and provided to compliment hand washing.
- 7.13. Ensure frequent cleaning of work areas and equipment between uses, paying particular attention to frequently handled items such as console touchpoints, headphones, or microphones. Care is needed to ensure sensitive equipment is not damaged during the

cleaning process.

Bookings policies for studio hire

7.14. It may be helpful to have a bookings policy to provide clarity to clients and staff ahead of studio hire sessions. These should:

- Set out the maximum capacity for each studio (control room, live area) under social distancing.
- Communicate policies on food and drink / break times etc in advance of the session
- Advising clients they might need to book more time than usual to complete a project due to restrictions
- Ensuring staff/contributors do not share equipment (ie different headphones / mic / popshield for each session), and have all equipment thoroughly cleaned between bookings
- Arrange additional car parking facilities with neighbouring businesses etc to minimise public transport use by staff and clients
- Allow for extra time for getting in and out of the building for larger groups

8. Location and performance recording

Location Recording

- 8.1. Where staff cannot work alone on location, try and keep the same team together to avoid multiple contacts.
- 8.2. Outdoor recording is preferable, but if you need to record indoors, try to use a large open space with good ventilation. Avoid working with more than one person in a small, poorly ventilated room where possible. By taking into account working proximities, consider whether it is achievable to undertake the production.
- 8.3. Maintain the correct social distance between all individuals, e.g. separating presenters/contributors in the studio or on location.
- 8.4. Routes into the recording setting should be as direct as possible and a cleaning regime should be established for handles and any surfaces used – if you need a table for equipment try and take your own or agree a surface with the premises owner that is reserved for your use and which can be easily wiped, controlling risks using alcohol (60% minimum) wipes.
- 8.5. Consider using building features to separate people e.g. windows, glass door, screen, but bear in mind that a screen in an interior area (e.g. an edit suite, portacabin, etc.) can provide a false sense of safety and must be used both in conjunction with other measures and as a last resort.
- 8.6. The use of boom or fixed microphones to be considered over lapel/personal mics in order to avoid contact, reduce the need for handling and in order maintain the correct social distance. Microphone windshields / pop shields should not be shared and headphone covers should be considered. Safely clean windshields after each use.
- 8.7. The producer will need to consider a range of factors when calculating how many people

should be able to work at a given location, including:

- Size of the space(s) where production staff, contributors etc. will be required to work (e.g. a minimum of 4m²).
 - Movement around the space and where activity will take place (for example large venue but all work to take place in one section).
- 8.8. The travel to and from location(s) to facilitate recommended distances and mitigation such as single driver (risk assess fatigue), and the availability of car parking spaces (especially as use of public transport is not recommended).
- 8.9. Additional facilities such as greenrooms, dressing rooms, rehearsal space and refreshments, should be regularly cleaned and facilitate adherence to the correct social distance
- 8.10. Be clear on what additional resource is needed to implement additional cleaning regimes especially in communal areas such as toilets and rest/eating areas. If you are renting studio space in part of a building check your building manager's responsibility for this.
- 8.11. Be clear on what additional space requirements are needed for technical areas considering whether any departments/roles work remotely from the studio, e.g. OB trucks.
- 8.12. Reduce the need for production staff to regularly pass each other by making restricted spaces "one way".

Catering

- 8.13. Where larger productions require catering to be provided, adopt safer practices in line with [UK Government guidance](#) on catering-related COVID-19 safety. For example:
- Ensure hand-washing facilities or hand-sanitising stations are readily accessible
 - No communal food preparation, storage areas or serving, e.g. buffets or platters
 - A pre-order system for food where possible
 - Use single-serving, pre-packaged food
 - No unwrapped food or snacks to be left out
 - Use single-serving drinks
 - Use single-use cutlery
 - Formulate a plan for the use and cleaning of shared appliances such as drinks dispensers
 - Maintain required social distancing when queuing for food and drinks
 - Stagger meal and break times, or run a continuous day system, to avoid congestion in eating areas
 - Use a one-way system for navigating the eating area if possible
 - Keep catering crew separate from wider crew wherever possible
 - Use screens to separate catering from other cast and crew

- Dedicate one catering staff member to handle all pre-packaged snacks
- Remind catering staff to follow the handwashing procedure, even when handling pre-packaged food
- Making environmentally friendly choices wherever possible

8.14. Provide clear guidance for cast and crew members who choose to bring their own food and drinks into the workplace.

8.15. Ensure eating areas are set out to facilitate the required social distancing and are disinfected between use.

8.16. Take care in managing and disposing of food (or other) waste in catering and eating areas

Recording in people's homes

8.17. Where it's not possible to self-record shoot or manage the production activity by members of the household, recording should generally take place in commercial/business premises or an outside location rather than someone's home.

8.18. Recording at someone's home is subject to specific consideration and risk assessment with members of the household. UGC, delivered technical equipment or alternative ways to capture content must be utilised. Care homes should be considered separately due the vulnerability of the occupants.

8.19. Entering homes is now permissible if there are no alternatives, but only with strict protocols in place including social distancing (minimal number of people etc. – see 'Social Distancing' section). Consult senior management for approval. For safety advice contact your safety adviser or equivalent. Controls must be established and identified on the risk assessment if you do plan to enter a residential property.

8.20. Recording in a presenter's/contributor's garden or external space is permitted provided the correct social distance can be maintained. Access to their garden/external space should be by a rear or side access (if available) rather than through the living areas of their property. If there is no rear/side access, control measures must be established and identified on the risk assessment and you should contact your safety adviser or equivalent.

8.21. Other considerations such as establishing that no one in the household has displayed symptoms (new, persistent cough or high temperature) in the last 7/14 days etc. will need to be taken into account. Also establishing whether any members of the household are 'vulnerable' or 'shielding' (extremely vulnerable). If they are 'shielding' then do not enter their home.

8.22. For further information, please see the Government guidance on working in other people's homes:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

Recording music

8.23. For detailed guidelines relating to advice on recording music (including guidelines related to singing and playing wind and brass instruments"), specialist guidelines have been prepared by the music industry and are available via the Association of Independent Music: <https://www.aim.org.uk>

Live performance/audiences

8.24. Until 1 August, venues should not permit indoor performances, including drama, comedy and music, to take place in front of a live audience. This is important to mitigate the risks of droplets and aerosol transmission - from either the performer(s) or their audience. Indoor performances to a live audience are expected to resume after 1 August, subject to the successful completion of pilots, and provided prevalence remains around or below current levels. Venues should take account of the [Performing Arts guidance](#) in organising outdoor performances. Singing and wind and brass playing should be limited to professional contexts only.

9. Equipment, technical kit and vehicles

Equipment

- 9.1. Wipe down touch points and equipment regularly within your workspace or on location e.g. with alcohol-based sanitising wipes), for example:
- faders, hardware controllers
 - mics, keyboards, touchscreens,
 - door handles, shared surfaces
 - mobile phones & payment cards
 - vehicles – fixtures such as door handles (outer and inner), window controls, door pocket, seatbelt and clip, seat adjustment controls, steering wheel, horn, controls stalks, gear stick, central controls, keys/power button.
- 9.2. Wipe down relevant areas at the beginning and end of a recording session, or if space/equipment is passed between users.
- 9.3. Remote editing should be employed to help reduce numbers and avoid social contact.
- 9.4. Remember to check the manufacturer's advice on cleaning specialised recording equipment.

Sending or receiving equipment

- 9.5. When sending or receiving microphone/recording equipment or other kit by courier to contributors the following should be applied:
- 9.6. Before sending out packages invite recipients to let you know if they have special requirements or concerns about delivery.
- 9.7. Establish the couriers' delivery protocol and inform the recipient on what to expect i.e. the courier/delivery driver is likely to leave the parcel on the doorstep, ring the doorbell/knock on the door and step back to maintain social distancing. The courier will then sign on your behalf or take a photo of the delivered-package. This approach should be adopted in all cases.
- 9.8. Sanitise all the equipment, making sure hands are washed before and after handling

equipment – before sending and upon receiving/opening. Make sure you refer to the equipment manufacturer’s advice before using any specific cleaning solution.

- 9.9. After disinfecting the kit ensure that wipes/cleaning materials are safely disposed of and wash hands thoroughly after the cleaning process too.
- 9.10. The process of receiving/cleaning/disposal/cleaning/hand-washing applies upon receipt of the kit once returned to production at the office/at home.
- 9.11. If your risk assessment shows there is a risk of transmission via the kit being sent out then consider sending alcohol-based wipes.

10. Communications and training

Returning to work

10.1. When people return to work premises it is important to make sure you are:

- Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.
- Engaging (in advance if possible) with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.
- Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.

Ongoing communications and signage

10.2. Steps that will usually be needed:

- Ongoing engagement with workers (including through trade unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.
- Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).
- Using simple, clear messaging to explain guidelines using images and clear language, giving consideration to anyone for whom English may not be their first language.
- Using visual communications, for example whiteboards or signage, to explain changes to production schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.

11. Where to obtain further guidance

Government guidance and support

11.1. Further government guidance can be found using the links below. Note this is regularly updated:

- Government email updates service from the Department of Business, Energy and Industrial Strategy (BEIS): <https://public.govdelivery.com/accounts/UKDECC/subscriber/new>
- Government brief guide to reopening your business (based on brief details of your own business): <https://www.gov.uk/coronavirus-business-reopening>
- COVID-19: UK government advice on a range of areas <https://www.gov.uk/coronavirus>
- HSE guidance on sanitisers: <https://www.hse.gov.uk/coronavirus/hand-sanitiser/choosing-hand-sanitiser-surface-disinfectant.htm>
- Support for businesses and employers during coronavirus (COVID-19) <https://www.gov.uk/coronavirus/business-support>
- General guidance for employees during coronavirus (COVID-19) <https://www.gov.uk/guidance/guidance-and-support-for-employees-during-coronavirus-covid-19>
- Guidance on staying alert and safe (social distancing): <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>

Other media industry guidance

- 11.2. If your production involves recording music performances you should refer to the guidance issued by AIM at: <https://www.aim.org.uk/>
- 11.3. There is also specific guidance produced for the performing arts: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/performing-arts>.
- 11.4. If you are undertaking other media content production, e.g. shooting a video, you may wish to refer to the guidance produced by other content production sectors:
- TV industry standard guidelines: https://dlo6cycw1kmbs.cloudfront.net/media/media_assets/TV_Production_Guidance_COVID-19_18-5-20v2.pdf
 - BFC Film and high-end TV production: <http://britishfilmcommission.org.uk/wp-content/uploads/2020/05/British-Film-Commission-Working-Safely-During-COVID-19-in-Film-and-High-end-TV-Drama-Production-01-06-20-V.1.0.pdf>

Appendix: Definitions

Common Areas	The term 'common area' refers to areas and amenities which are provided for the common use of more than one person including canteens, reception areas, meeting rooms, areas of worship, toilets, gardens, fire escapes, kitchens, fitness facilities, store rooms, laundry facilities.
Clinically extremely vulnerable	Clinically extremely vulnerable people will have received a letter telling them they are in this group, or they will have been told by their GP. Guidance on who is in this group can be found here: https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19
Clinically vulnerable people	Clinically vulnerable people include those aged 70 or over and those with some underlying health conditions, all members of this group are listed in the 'clinically vulnerable' section here: https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing
Support bubble	The term 'support bubble' refers to single adult households, where adults live alone or with dependent children only, expanding their support network so that it includes one other household of any size. Further guidance on this can be found here: https://www.gov.uk/guidance/making-a-support-bubble-with-another-household