

Measures to reduce the spread of SARS-CoV-2



Golf Courses Guidelines and recommendations

Prepared by the Technical Committee established by the ICTE in collaboration with the Spanish Royal Golf Federation and Regional Golf Federations, the Spanish Golf Course Association (AECG), the Spanish Greenkeepers Association (AEEdG), the Spanish Golf Managers Association (AEGG) and the Professional Golf Association (PGA), and agreed with the Spanish Association of Labour Prevention Services (AESPLA), PRLInnovación, and with the trade unions CCOO and UGT. They also take into account the recommendations of international golf bodies.

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0. INTRODUCTION

Tourism is one of the most important sectors in our country. However, the current COVID-19 crisis means we must establish protocols so that the reopening of facilities does not increase the risk of community transmission, as well as the necessary protection measures for workers in this sector. For this reason, the State Secretariat for Tourism and the Autonomous Regions have agreed to coordinate a single health protocol for COVID-19 to prepare for the reopening of the tourism sector as containment measures are relaxed. The Spanish Tourism Quality Institute took part in drafting this standardised protocol, with requirements for each tourism subsector or activity, to help golf courses identify and analyse risks in their establishments and implement best practices in their services, at their facilities and with their personnel in order to halt the virus.

1. PURPOSE AND SCOPE

This document describes the measures to be taken to reopen recreational golf, covering all facilities of a standard golf course. Thus, it includes guidelines and recommendations to be applied by golf courses in order to minimise the risk of SARS-CoV-2 virus infection, in three parts: risk management, players and golf course.

The various services will begin operations in accordance with the timetable published by the government or according to any future amendments.

2. TERMS AND DEFINITIONS

2.1. COVID-19

COVID-19 is a disease caused by the SARS-CoV-2 coronavirus, a virus first detected in December 2019. The most common symptoms caused by this disease are fever, coughing and shortness of breath. Other symptoms may include fatigue, aches, runny nose, sore throat, headache, diarrhoea, or vomiting. Some people lose their sense of smell or taste.

(Ministry of Health, Consumer Affairs and Social Welfare, 2020).

2.2 Risk

The possibility of a person becoming infected with the SARS-CoV-2 coronavirus.

2.3. Risk Management

Coordinated activities to direct and control the organisation in relation to the risk.

(UNE-ISO 31000:2018)

3. RISK MANAGEMENT REQUIREMENTS

3.1. General requirements

Golf courses must commit strongly to risk management and lead in the systematic implementation of measures to minimising risk.

Risk management must form part of every process in these establishments, and therefore the different processes must be coordinated.

Based on the risk assessment, the golf course will draw up a Contingency Plan, which will detail the specific measures it will take to reduce the risks of COVID-19 infection. This preventive activity should be conducted before resuming activity. As a legal requirement, prevention officers or workers' representatives must be consulted in the process of preparing the adaptation of the risk assessment and the resulting health and safety protocols, but it would be advisable for this contingency plan to be agreed between the company and the Health and Safety committee (or the management committee, as appropriate).

3.2. Health and Safety/Management Committee

Where there is no Health and Safety Committee, the company must set up a risk management committee, which will include the workers' legal representative. The management and duties of this committee must always comply with the Law on the Prevention of Occupational Risks (LPRL).

Once the risks have been identified and assessed as provided by the LPRL, the committee will be responsible for defining strategies and decision-making to minimise health and hygiene risks due to COVID-19.

In particular, this committee must:

- Set targets
- Establish mechanisms for gathering information to make the best decisions (consultation with authorities, worker representatives, employees, specialists, etc.).
- Establish a coordination method (between the committee members, workers' representatives, employees and with the competent authorities in each area, with suppliers and subcontractors).

- Establish a coordination method (between the committee members, with workers' representatives, ORP service or the person with these duties depending on the type of preventive organisation chosen by the company, with the employees, competent authorities in each matter, suppliers and subcontractors).
- Assess the risks and draw conclusions.
- Design the necessary protection measures and include them in a contingency plan.
- Plan the implementation of the contingency plan.
- Implement the contingency plan based on the size and complexity of the golf course, and monitor its compliance, assessing its effectiveness and modifying it if necessary according to the effectiveness demonstrated.

The needs of people with disabilities must be considered when defining the contingency plan.

This contingency plan must include at least:

- The possibility of modifying the decision-making processes, if necessary.
- The assignment of authorities and responsibilities within the framework of risk management.
- The allocation of human and material resources, including determining the use of Personal Protective Equipment (PPE) in accordance with the needs derived from the occupational risk assessment and notwithstanding the provisions laid down in this standard and in applicable regulations for the prevention of occupational risks.
- The determination and implementation of an action protocol in the event that an employee or customer shows symptoms that are compatible with COVID-19, following in all cases the guidelines for the prevention of occupational risks and of the health authorities respectively, and considering the revision of cleaning and disinfection protocols for potentially contaminated surfaces.
- The supervision of compliance with the recommendations and guidelines issued by health authorities regarding special measures due to COVID-19, both by employees and guests, as well as the additional measures contained in the contingency plan resulting from the risk assessment.

Each golf course must define the measures applicable to its characteristics, always in accordance with the general limitations issued by health authorities.

3.3. Material resources

Golf courses must establish the actions needed to acquire resources, as identified in the risk assessment and the contingency plan, always taking into account the health authority recommendations (e.g. masks, gloves, protective glasses, face masks).

Golf courses must consider any possible restrictions on the provision of material resources and service limitations stemming from such restrictions, assessing feasible possibilities other than those initially proposed if necessary, always agreed with the legal workers' representative.

If at any time a lack of material resources is detected, the health and safety/management committee must analyse the situation and report it to the competent authorities to safeguard the golf course and its employees. It may analyse and propose alternative resources and measures.

3.4 General measures for golf courses

The golf course must:

- Plan tasks and work processes so as to guarantee the safe distances established by health authorities; workstation layout, the organisation of movement, and the distribution of spaces. If this is not possible, alternative measures shall be taken to avoid the risk of transmission by contact. If employees work in shifts, the shifts should be planned whenever possible so that the same employees are always in the same shift groups. Similarly, if staff need to change their clothes, a space must be provided that also ensures interpersonal safe distances, or the maximum capacity of any staff changing rooms must be established. Additionally, the safe distance should be maintained at internal meetings.
- Assess whether there are workers who are vulnerable to COVID-19 in the workplace and determine specific security measures for them.
- Have a contactless thermometer.
- If employees clock in and out using a contact-based system (fingerprint, digits) which cannot be reliably disinfected, a clocking-in system should be implemented that avoids different employees touching the same surface. If choosing to disinfect the system after each use, disinfectant solution must be provided.
- Ensure suitable protection for employees, facilitating hand washing with soap and water, or if this is not possible, the use of hand sanitiser.

- Provide hygiene guidelines with complete, clear and intelligible information on the hygiene rules to be used in the workplace, before, during and after work; these can be reinforced with posters.
- Allow time and provide facilities for correct hand hygiene.
- Provide adequate PPE as identified in the occupational risk assessment. If any service is subcontracted, the golf course will supervise that subcontracted staff has the necessary personal protective equipment.
- Establish rules for the use of facilities where work is carried out and shared spaces to maintain a safe distance (e.g. lifts, canteens, accesses and public areas, changing rooms, meeting rooms).
- Ventilate the different areas of the golf course at least daily and more frequently whenever possible.

Also:

- Interpersonal safe distances must be respected in all activities. This means that occupancy levels must be monitored when necessary. If this is not possible, the necessary protective measures and equipment must be ensured.
- Depending on the type of uniform, the type and frequency of cleaning must be determined. Cleaning must be ensured at a temperature >60°C. If staff wash uniforms at home, the golf course must inform employees that work clothes must be washed at >60°C. Work clothes must be transported in a closed bag. If uniforms cannot be washed at that temperature, they should be appropriately disinfected.
- Workers should be trained in the correct use and maintenance of the masks, gloves and PPE they use. A record must be kept of this training.

3.5 Protective measures for personnel

3.5.1 General requirements

Personnel must be informed about the contingency plan and their specific responsibilities within the framework of risk management.

Specifically, personnel must:

- Have clear and intelligible information, and specific and updated training on the specific measures to be implemented.

- Avoid greeting other staff members and customers with physical contact, including shaking hands. Safe distances must be respected whenever possible.
- Take into account the result of the risk assessment of each workstation, which will determine whether or not it is compulsory to use a mask and the characteristics of the mask according to the task to be carried out (e.g. hygienic, surgical), as well as the time of use according to its characteristics. Immediately throw away any personal hygiene waste -especially tissues- as well as PPE in authorised, non-manual and bagged waste bins or containers.
- Wash their hands thoroughly after sneezing, blowing their nose or coughing, and after touching potentially contaminated surfaces. However, the hand washing protocol must be adapted to the characteristics of the facilities, for example, when personnel is unable to wash their hands regularly due to the physical characteristics of the golf course. In this case, the use of hand sanitiser must be ensured.
- Regularly disinfect personal objects (glasses, mobiles, etc.) throughout the day with soap and water when feasible or, failing this, with hand sanitiser, and workstation elements. Specific products (made with bleach or virucide disinfectant products authorised and approved by the Ministry of Health) applied with a cloth, or special disinfectant wipes, must be used to disinfect electronic equipment.
- Do not share other employees' work equipment or devices. If certain equipment or devices are shared, the golf course must establish cleaning and disinfection guidelines between each use to reduce the risk of contagion.
- Wear clean work clothes daily.

Staff meetings will be held at a safe distance and preferably in open spaces. They may also be carried out remotely (e.g. by videoconference or chat).

3.5.2 Specific requirements for cleaning personnel

Cleaning personnel must wear appropriate personal protective equipment depending on the level of risk and the findings of the occupational risk assessment. Staff must at least wear a mask and gloves.

After each cleaning session, they must safely dispose of the materials and protective equipment used, and then wash their hands. Buckets with lids will be provided for disposal and subsequent management.

If the services described here are subcontracted, the golf course will supervise that subcontracted personnel have the necessary personal protective equipment and act according to the established procedures.

3.6 Informative measures

The contingency plan prepared by the health and safety committee or management committee, as appropriate, must be communicated to workers' representatives (if any), to employees for proper implementation and maintenance, and to suppliers and clients so they can apply the relevant measures (e.g. use of masks, hand washing, safe distance, etc.)

The golf course must inform clients of the service conditions and prevention measures established for their acceptance before confirming a booking.

The following informative measures must be included on the course:

- Signage with preventive measures implemented and guidelines to be followed by clients.
- Information on healthcare centres, firefighters, local and national police in the area, with schedules and emergency phone numbers.

The golf course must encourage employees and clients to comply with the measures stemming from the contingency plan and must provide its personnel with the necessary information regarding preventive and hygienic measures.

External service providers must be informed of the applicable prevention measures that have been put in place.

4. PLAYERS

4.1. General requirements

Safe distancing must be respected in all indoor and outdoor areas and, if this is not possible, the personal protective equipment (masks) currently recommended by health authorities must be used.

4.2. Before play

Before starting to play, the following preventive measures must be enforced:

- All security measures indicated by the Club must be respected in all its spaces.
- Physical greetings, shaking hands, etc. must be avoided.
- Bookings must be made online or by telephone.
- Green fees should preferably be paid online or by telephone, by card or other contactless means.
- Individual or family buggies may be used. They must be disinfected by Club staff before and after each use.

- Individual manual and electric carts must be disinfected by Club staff before and after each use.
- Matches must be played by 4 people, who must keep a safe distance during play.
- Players must arrive dressed for the game (as the Club's dressing rooms will remain closed).
- Players must go directly to tee 1, five minutes before tee time.

The Club House will remain open to allow players access to the course and toilets; the social room will be closed.

4.3. During play

During play, the following preventive measures must be enforced:

- Maintain a safe distance throughout the round.
- Ball washers, fountains, benches, etc., must remain closed and may not be used. Each player must carry a spray to clean the ball, a brush to remove any dirt and a cloth to dry the ball.
- Bunkers must be repaired by the player without using rakes.
- Hole flags must always remain in place, and cannot be removed or touched.
- Holes must have a stopper that prevents the ball from dropping to the bottom of the hole.
- The player must pick up the ball with caution. Using an accessory to pick up the ball from the hole is recommended.

4.4. After play

After play, the following points must be followed:

- Avoid any physical contact when saying goodbye.
- Clubs and shoes may not be cleaned in the cleaning area.
- Go directly from the Course to the car park.

5. FACILITIES

5.1. Reception

In the reception area, the golf course must enforce the following preventive measures:

- Minimise use of the reception area. In all cases, the necessary measures will be established to ensure safe distancing between anyone in the area.
- Sharing pens must be avoided; borrowed pens must be disinfected.

- All bookings must be made online or by telephone.
- Services should preferably be paid for by card or other contactless means.
- If contact is required, the POS must be disinfected after each use.
- Counters should be cleaned and disinfected at least daily, depending on how many guests there are.
- Computer equipment and any other items used (e.g. telephones) must be cleaned and disinfected at the beginning and end of the shift. The use of individual headsets and headphones is recommended.

5.2. Secretary's Office

The Secretary's services must be offered by telephone or online.

5.3. Club room

Minimise the use of the golf club storage room. In all cases, the necessary measures will be established to ensure safe distancing between anyone in the area, with posters explaining health authority rules and recommendations.

5.4. Round

During the round, the following guidelines must be enforced:

- Fountains, wash basins, benches, etc. may not be used.
- Holes must be equipped with a system that prevents the ball from falling into them.
- Rakes must be removed from bunkers.

5.5. Driving range

On the driving range:

- Safe distancing must be guaranteed.
- All driving range elements must be regularly sanitised.
- Services will preferably be paid for online, by card or other contactless means.
- Golf professionals must be encouraged to follow safety protocols during their work.

5.6. Putting Green

Holes must be equipped with a system that prevents the ball from falling into them.

5.7. Buggies and manual and electric carts

Buggies and carts must be disinfected by Club staff before and after use.

5.8. Changing rooms and toilets

Golf course changing rooms and toilets must comply with the following preventive measures:

- They must remain closed until authorised by Health Authorities.
- Only one person must enter toilets at a time.
- Toilet cleaning and disinfection must be reinforced.

Automatic taps, soap dispensers and dryers are recommended.

According to Order SND/386/2020 of 3 May, shared toilets must be cleaned and disinfected at least 6 times a day.

5.9. Shop

The golf course must refer to the "Protocol and good practice guide for commercial activity", (MINCOTUR, 2020)

5.10. Restaurant / cafeteria

The golf course must refer to the "Measures to reduce the spread of SARS-Cov-2 in catering services" (ICTE, 2020).

6. CLEANING AND DISINFECTION REQUIREMENTS

Golf courses must adapt their cleaning and disinfection plan taking into account the risks identified in the assessment. The plan should at least consider:

- An increase in the frequency of cleaning and wiping, especially areas with greater contact (surfaces, doorknobs, washbasins, taps, reception desk, handles, doors, keyboards, POS, telephones, chairs, etc.). Specifically, employee work areas must be disinfected at the end of their shift (e.g. counters, computers, chairs, etc.) according to their use, as well as public areas (reception, entrances, etc.).
- Surfaces should be cleaned with disinfectants.

- Public areas with guests must be ventilated daily. In all cases, rooms must be ventilated at least once a day and as often as possible. The use of disinfectant cleaning products under safe conditions, e.g. freshly prepared bleach solution (chlorine concentration 1 g/L, prepared with a 1:50 dilution of bleach concentrated at 40-50 g/L). 62-71% ethanol or 0.5% hydrogen peroxide solutions are also effective over one minute, and other approved and proven alternative methods can also be used. In all cases, virucide disinfectants available on the market and authorised and registered by the Ministry of Health must be used. When using these products, always follow the instructions on the label or safety data sheet.
- Bins from communal areas should be collected safely in such a way that bags are sealed and transferred to the waste collection point.
- A daily cleaning record must be kept.

7. MAINTENANCE

Golf courses must adapt their preventive maintenance plan taking into account the risks identified in the assessment. Specifically:

- Work start and finish times must be staggered.
- Maintenance staff will be grouped into separate work teams.
- Jobs will be assigned online or by phone.
- Safe distancing between all workers must be guaranteed, or protection must be provided with the personal protective equipment determined by the outcome of the job risk assessment.
- Staff must not share vehicles and machinery during their shift.
- Machinery, vehicles and tools must be disinfected between shifts.
- Staff must enter and leave buildings individually.

Specifically, the air conditioning system must be checked periodically, especially the cleanliness of filters and grilles.

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- [5] Ministry of Health, Consumer Affairs and Social Welfare (2020). Action procedure for occupational risk prevention services in relation to exposure to COVID-19.
- [6] Ministry of Health, Consumer Affairs and Social Welfare (2020). Good practice guide for commercial sector establishments.

APPENDIX I:

WHO RECOMMENDATIONS FOR HAND WASHING

How to wash hands

 Duration of the entire procedure: 40-60 second



0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.

 **World Health Organization** | **Patient Safety**
UNA ALMAZAR MUNDIAL PARA UNA ATENCION MS SEGURA | **SAVE LIVES**
Clean Your Hands

APPENDIX II:

PROPER USE OF PPE. MASK

Based on the General Secretariat of Industry and Small and Medium Enterprises Resolution of 23 April, regarding personal protective equipment in the context of the health crisis caused by COVID-19, if a device does not have an EU certificate from the Notified Body (together with the manufacturer's Declaration of Conformity and the other information required on the product/package for CE marking), in order to be supplied/marketed on an exceptional basis, it must be temporarily authorised by the relevant market control authority (section 1.2 of the resolution).

In general, the recommendation is to use disposable PPE or, if not, that can be disinfected after use, following the manufacturer's recommendations.

PPE must be chosen in such a way as to guarantee maximum protection with minimum discomfort to the user, and to this end it is especially important to choose the size and design that will suit the user.

The correct placement of PPE is essential to avoid possible routes of entry for the biological agent; equally important is PPE removal to avoid contact with contaminated areas and/or dispersion of the infectious agent.

PPE must be disposed of safely, in closed bags deposited in the waste container (not the recycling container).

Masks

In the context of the current COVID-19 epidemic, hygienic masks are recommended in the workplace (non-reusable, manufactured according to UNE 0064-1 and limited to 4 hours of use, or reusable, manufactured according to UNE 0065, and which must be washed at 60°C after a similar period of use). Surgical masks can also be used (UNE-EN 14683:2019), although it is preferable to reserve these for infected personnel or those with symptoms compatible with COVID-19. In any case, and as a general rule, masks need not be used in an environment where there is no evidence of a person or surfaces potentially contaminated by SARS-CoV-2, as long as the safe distance can be maintained.

In case of access to areas with infected persons or potentially contaminated surfaces, respiratory protection masks (FFPII or FFPIII) must be used unless a 2-metre distance can be maintained. Dual masks may also be used, which must comply with both PPE and MD (medical device) legislation.

Under no circumstances should you touch the front of the mask with your hands during use and removal.

Masks must not be left on the forehead or neck, or kept in a pocket between uses.

Note: surgical masks and hygienic masks are not considered PPE.

Hygienic masks in general population



Most people catch COVID-19 from other people with symptoms. However, there is increasing evidence of the role of people who are asymptomatic or have mild symptoms in spreading the virus. Therefore, under some circumstances, the use of hygienic masks in the general population could help reduce virus contagion.

This is only true if they are used correctly and in compliance with prevention measures to reduce community contagion.



If you have symptoms, stay at home and isolated in your room.



Stay 1-2 metres away from others.



Wash your hands frequently and thoroughly.



Do not touch your eyes, nose or mouth.



Cover your mouth and nose with your inner elbow when coughing or sneezing.



Use disposable tissues.



Remote work whenever possible.

A hygienic mask is a non-medical product that covers the mouth, nose and chin; it has straps for the head or ears.

UNE technical specifications have been published for manufacturing hygienic masks:

- Reusable ([adults](#) and [children](#))
- Non-reusable ([adults](#) and [children](#))

WHO should wear a mask?

Healthy general population.



WHEN to use a mask?

- When you cannot maintain a safe distance at work, when shopping, in closed spaces or on the street.
- When using public transport.

! Use masks properly to avoid generating more risk

-  Wash your hands before putting it on.
-  The mask should cover your mouth, nose and chin at all times. It must adapt to your face.
-  Avoid touching the mask while wearing it.
-  For comfort and hygiene, masks should not be worn for more than 4 hours. If it gets wet or damaged, replace with another mask. Do not reuse masks unless they are marked as reusable.
-  To remove the mask: remove it from behind without touching the front, discard immediately in a closed bin and wash your hands.
-  Reusable masks should be washed according to the manufacturer's instructions.

21 April 2020

Consult official sources for information

www.mscbs.gob.es

@sanidadgob

#ESTE VIRUS LO PÁRAMOS UNIDOS



Hygienic masks in general population (Ministry of Health, Consumer Affairs and Social Welfare 2020)

APPENDIX III:

PROPER USE OF PPE. GLOVES

Protective gloves must comply with EN-ISO 374.5:2016. They should be made of vinyl or nitrile, but other more resistant materials can be used if the activity to be performed so requires. Gloves must be CE marked.

Gloves can create a false sense of protection, so hand hygiene before and after use is very important, especially if potentially contaminated surfaces have been touched.

Gloves must be changed as often as indicated according to their use and the manufacturer's instructions. In any case, sanitiser can be applied to them to prolong their use, but at any sign of deterioration (perforation, tearing, etc.) they must be replaced.

The correct way to remove gloves without contaminating hands is as follows:



Procedure for occupational risk prevention services

(Ministry of Health, Consumer Affairs and Social Welfare 2020)

Learn to take off disposable gloves without risk

(Nursing Association, 2020)

APPENDIX IV:

MODE OF ACTION FOR INFECTED OR AT RISK PERSONNEL

Basic knowledge about Covid-19 to be taken into account for prevention:

- The main symptoms of Covid-19 are coughing, fever and difficulty breathing, and muscle pain and headache in some cases.
- 80% of cases present mild symptoms and the incubation period is 2-14 days. 50% of cases begin to show symptoms within 5 days of infection.
- If a worker begins to have symptoms compatible with the illness, they must immediately contact the telephone number provided by the corresponding Autonomous Region or health centre, and also inform the company. If their symptoms start in the workplace, they must notify their immediate supervisor. The establishment will then notify the prevention service, if any, so that it can adopt the appropriate measures and comply with the notification requirements established by the Ministry of Health.
- The company must draw up and apply a protocol for action in the event of detection of possible infected persons or persons who have been in contact with the former, following the "Action procedure for occupational risk prevention services in relation to exposure to SARS-COVID-2".
- If any worker is a "person at risk" according to Ministry of Health recommendations, whether due to pregnancy, previous chronic pathologies or age, the prevention service will review their position to consider whether "preventive isolation" should be recommended or not if they cannot work remotely, following the procedure mentioned above.

APPENDIX V: SAFE DISTANCES

The "Action procedure for occupational risk prevention services in relation to exposure to SARS-CoV-2" (*Ministry of Health, Consumer Affairs and Social Welfare, 2020*) sets the safe distance at 2 m.

APPENDIX VI: CLEANING AND DISINFECTION PRODUCTS

List of virucides

A complete list of authorised virucide products is available at the following link:

https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov-China/documentos/Listado_virucidas.pdf