

### **Precautionary Measures for the reopening of betting shops**

The National Betting Authority would like to inform its supervised parties that according to a decision of the Council of Ministers dated 19 May 2020 regarding further relaxation of the measures to tackle the Covid-19 pandemic, **betting shops reopen as of 23 May 2020.**

Supervised parties **are absolutely required to implement** the decrees and guidelines issued by the Ministry of Health with regards to the smooth operation of businesses and the application of protective measures intended to reduce the risk of spreading Covid-19.

Listed succinctly below are the main measures to be followed by Class A bookmakers, Authorized Representatives, Agents and Responsible Persons (where it applies):

1. **Display** and post **the necessary markings at the entrance and in the interior area** (walls and floor) informing customers about the applicable measures (e.g. distance between individuals), mainly the recommendations of the World Health Organization (WHO) on proper hand-hygiene using an antiseptic solution.
2. **MAKE SURE you place antiseptic solutions** (with more than 60% alcohol) at the entrance of the betting shop, to be used by the personnel, customers or visitors. If an automatic door mechanism is installed, then the solution may be placed on the inside of the entrance. If one must use the door handle in order to enter the premises, then hand washing is recommended prior and after entrance, therefore solutions must be made available on both sides (inside and outside) of the entry door.
3. **The personnel (responsible persons, authorized representatives)** must necessarily implement **thorough hand washing** using water and soap for 20 seconds or if the hands are not markedly dirty, use an antiseptic solution (with more than 60% alcohol) before entering and exiting the premises as well as for the duration of their work or presence at the betting shop. If possible, use a no-hands mechanism that does not require contact with the hands while applying hand hygiene.
4. **Designation of one person tasked with** monitoring how many individuals enter the betting shop, ensuring that distance is kept between customers and that crowding is avoided.
5. **The area of the premises must be adequately and regularly ventilated.** Avoid running the air-conditioning system. If air-conditioning is necessary, then it must not recycle the interior air but instead introduce fresh air to the working area.
6. Within the betting shops, depending on square meters and the number of employees, the number of customers allowed in the premises should correspond to **one person per 8 s.m. of useful space.** To facilitate the monitoring of measures by the Police or by Labour Inspectors, Authorized Representatives may procure a copy of the architectural plan of the premises.
7. **The maximum number of customers or visitors** allowed within the shop in line with the instructions of point 5, must be pointed out in a special sign **at the entrance** to each betting shop.
8. As much as possible, **keep a 2-meter distance** between employees and customers or visitors to the betting shop. If distance cannot be kept, then masks should be worn. Properly arrange the area and

furniture in order to keep a 2-meter distance. Up to three (3) persons are recommended to wait in line at the cash register, keeping the necessary distance between them.

9. **The designated person (the employee), during the entire course of his/her work**, when coming into contact with customers, he/she must **properly wear a mask** which must be changed if it gets wet or depending on the instructions for using the mask. The mask must be applied properly on the face in order to cover the mouth, nose and chin. The responsibility for providing employees with a sufficient number of masks and any other expendable supplies (cleaning products, single-use gloves, garbage bags, thermometers and antiseptics) as well as for monitoring the implementation of the measures lies with Class A licensed bookmakers for private premises and with the Authorized Representative.

10. **Expendable materials** (e.g. personal protective equipment) **are safely disposed of** in garbage cans with lids, placed inside the betting shop.

11. **Payment of betting tickets**, where possible, must be made **by using electronic payment media such as cards instead of cash**. However, any method of payment is acceptable. The competent persons must disinfect their hands frequently using antiseptic solution, more particularly after contact with cash.

12. **No betting tickets must be left on the counters**, nor printed match programmes within the betting shop. **The tickets will be delivered to the customers at the cash registers** and the necessary transactions will take place with one customer at a time. Employees serving the public must wear a mask and stand behind a protective plexiglass which will be regularly cleaned throughout the day.

13. Customers must stay inside the area of the betting shop **only for as long as it takes to complete and submit the betting ticket or receive payment of winning bets**; at no event should they stay in longer than required.

14. **After each transaction**, customers must use **alcoholic solutions** and meticulously apply hand-hygiene.

15. **Before entering the premises, each customer or visitor must disinfect their hands with antiseptic solution** (with more than 60% alcohol). They will again disinfect their hands with antiseptic solution (with more than 60% alcohol) before exiting the betting shop. This process is required for all customers or visitors before the next customer enters the betting shop. Measures must be strictly applied.

16. Before commencing work, **the temperature of employees must be measured** and in case they have a fever they must leave their workplace with instructions to immediately consult their personal physician.

17. No chairs area allowed inside the betting shops.

#### **Betting Shop Cleaning:**

**The premises must be cleaned every day** by following daily cleaning practices with an emphasis on the following:

(a) Daily cleaning and disinfection of high-touch surfaces such as door handles, switches, desks, phone devices, pens, counters, all furniture, and any other device used within the betting shop, with a cleaning solution (either an alcoholic solution or 3% dilute chlorine solution (1/30)).

(b) Daily cleaning and disinfection of the toilet and all surfaces in the area using cleaning solutions (3% dilute chlorine solution (1/30)).

(c) Display an announcement with instructions on how to use the toilet: after using the toilet, it is recommended to close the lid before flushing. Also, clean your hands BEFORE AND AFTER the use/cleaning of the toilet. Liquid soap, disposable napkins and antiseptic alcoholic solution (with more than 60% alcohol) must be available in the toilet room.

(d) Clean the floor daily using cleaning solutions (preferably 3% dilute chlorine solution (1/30)).

*Note:* Employees involved with cleaning must use disposable gloves, a mask and wear a work uniform. After each usage, the gloves and mask must be carefully disposed of in closed trash cans. The work uniform must be washed daily at 60 degrees after each use. Systematic and adequate ventilation of the area must be carried out in line with the circular of the Department of Electrical and Mechanical Services.

### **Preventive measures by employers**

1. Written instructions and training regarding the mode of transmission of Covid-19 must be made available to the personnel so that they may be aware of the symptoms of COVID-19 and be able to promptly recognize them. The personnel must also be aware of the necessary protective measures as set forth above.

2. The employer must provide the personnel with written guidelines on reporting possible COVID-19 symptoms and keeping people with symptoms away from the workplace.

For further information about the measures that employers are required to follow as well as instructions on reporting a suspected case, please visit <https://www.pio.gov.cy/coronavirus/en/pdf/erg35.pdf>

### **Instructions in case a suspected case is reported within the betting shop**

The personnel, while remaining calm, must IMMEDIATELY INFORM **1420 Ambulance Services** (24-hour service) as well as the individual's Personal Physician, and provide the following information:

- Name and Surname of employer or customer
- Country of origin
- Symptoms of employer or customer
- Betting shop address

For as long as the patient is present in the workplace and until his/her transport to a Medical Centre:

1. The employee or customer must be isolated from other persons within the premises.
2. If he/she develops symptoms of respiratory infection (fever and coughing or difficulty breathing) he/she must be promptly given a simple surgical mask and handkerchiefs.
3. If a colleague wishes to stay with the patient in order to take care of him/her, this colleague must also be given a simple surgical mask and be instructed to wash his/her hands each time he/she comes into contact with secretions from the patient (e.g. saliva) and definitely before touching his/her own face or eating or drinking.
4. The rest of the personnel must be instructed to avoid entry into the premises.
5. Used protective equipment (simple surgical mask, gloves) must be disposed of in a trash can and in no case be reused.

6. After disposing of the protective equipment, the hands must be thoroughly washed with water and soap. Please note that the use of gloves does not replace hand washing, which is in fact a very important preventive measure.

7. All actions must be carried out calmly, composedly and with respect for the personal details of the employee or customer.

8. Employees must be promptly removed from the premises and the operation of the betting shop where a confirmed COVID-19 case has been reported must be suspended until:

i. All areas in the betting shop are disinfected by an authorized company according to the protocols and guidelines issued by the Ministry of Health in line with Decree Number 15 of the Health Minister, dated 10/04/2020, and set forth on the website <https://www.pio.gov.cy/coronavirus/en/work.html> Please note that the certificate of disinfection and License Number of the applied disinfectant must be submitted to the Medical and Public Health Services.

ii. All members of the personnel must be replaced by people who are provenly free from COVID-19.

iii. All close contacts of the confirmed case must be placed under obligatory quarantine for 14 days.

The reopening of the betting shop will be decided upon after the abovementioned actions have been carried out and given that the Ministry of Health agrees to such reopening.

Therefore, after all necessary actions have been completed (lab tests, disinfection) a written report must be sent to the Medical and Public Health Services listing the actions that the business has taken both in terms of disinfection and in terms of removing and replacing the members of the personnel.

It is understood that in case any other employee at the specific betting shop develops symptoms that are related to COVID-19, then he/she must immediately follow the relevant guidelines issued by the Ministry of Health and posted on the website <https://www.pio.gov.cy/coronavirus/en/pdf/erg35.pdf>

### **General measures for the protection of citizens and employees**

1. In case a member of the personnel develops symptoms, then this person must remain at home and contact his/her personal physician.

2. People belonging to vulnerable groups of the population based on the revised list of the Ministry of Health are urged to remain at home and work from there.

3. Avoid touching the eyes, nose and mouth in order to reduce the risk of infection.

4. While coughing or sneezing, cover the nose and mouth with the sleeve at the height of the elbow or with the handkerchief; then dispose of the used handkerchief in the trash can and thoroughly wash hands.

5. Regularly and thoroughly wash hands with liquid soap and water for at least 20 seconds before taking food and after using the toilet. Carefully dry the hands with single-use paper towels, then dispose of them in the trash can.

6. Monitor and avoid crowding among employees during breaks.

*\*Please note that the Authority follows developments closely and will continue to inform you for any further instructions and guidelines in line with the decrees of the Ministry of Health for the protection of health from Covid-19.*