

## Section Title

Working Safely during Covid-19 in hotels, and in bars and restaurants operating as take-aways - Document Review

### o **Introduction to the Review Process**

This guidance document is one of a number of documents covering different work environments. Many businesses operate in multiple work environments. For example a factory might also have office staff and people operating vehicles. To guide employers and employees through the documents, they will be accompanied by an introduction explaining how the guidance can be used to keep everyone safe in their workplace. This will explain how to follow the guidance if your business operates in multiple work environments.

Please review this document in its entirety. Having reviewed all the sections please return to the top of this page and start answering the questions in the right hand pane of the site.

We are looking for as much feedback as possible at this stage. If there is a \* next to the field this is mandatory - you will need to answer the question before you can submit your review.

Having completed all the mandatory and the optional questions you want to answer please click the "Submit Review" button. After that feel free to close the browser.

If you do not click the "Submit Review" button any answers you have added will NOT be saved.

If you need to make amendments to your review, after having clicked 'Submit Review', you may make these changes directly to the same form and then clicking 'Update Review' to save those changes.

**If you are providing feedback for multiple documents:** when you are ready to move on to your next review, go to the top of the page and click on the white 'x' symbol in a white circle (if you hover your mouse over the symbol will say 'go back to the task overview'). In this window you will find your remaining 'Incomplete tasks'. If you need to make amendments to any previously completed tasks, change the filter at the top left to 'All tasks' and select the document you would like to make changes to and follow the same process to 'Update Review' and save changes.

We would like to thank you for your input to this important process.

- **Image**

zoom\_in



- **Please review the following content**

## ***Guidance Document Begins Here***

### **Introduction**

This document is to help employers, employees and the self-employed understand how to work safely during the Covid-19 pandemic. Keeping as many people as possible 2 meters apart from those they do not live with. We hope it gives you a practical framework to think about what you need to do to continue, or restart, operations during the Covid-19 pandemic. We understand how important it is to work safely and support your employees' health and wellbeing during the Covid-19 pandemic. We know that many businesses of this type are currently closed for their usual service by government regulation (see <https://www.gov.uk/government/publications/further-businesses->

[and-premises-to-close/further-businesses-and-premises-to-close-guidance](#)); we hope this guidance will be useful for those businesses as they develop new ways of working or to help prepare for the time when they are able to reopen. The Government is clear that workers will not be forced into an unsafe workplace.

This document has been prepared by the Department for Business, Energy & Industrial Strategy (BEIS) with input from firms, unions and industry bodies and in consultation with Public Health England (PHE) and the Health and Safety Executive (HSE).

We expect that this document will be updated over time. This version is up to date as of [date of publication]. You can check for updates at [www.gov.uk/covid19/workingsafely](http://www.gov.uk/covid19/workingsafely). If you have any feedback for us that we should include in the next version, please email [workingsafely@beis.gov.uk](mailto:workingsafely@beis.gov.uk).

This document is one of a set of documents about how to work safely in different types of workplace. This one is designed to be relevant for people who work in or run accommodation, food preparation and service environments.

## How to use this guidance

This document sets out guidance across the main areas you need to follow to work safely:

It gives practical considerations of how this can be applied within the **blue boxes**.

Each business will need to translate this into the specific actions it needs to take depending on the nature of their business (i.e. the size and type of business, how it is organised, operated, managed and regulated) using this document as a guide.

To help you decide which actions to take, you should carry out an appropriate Covid-19 risk assessment, just as you would for other Health and Safety related obligations. This risk assessment should be done in consultation with unions or employees.

# What do we mean by “hotels, and in bars and restaurants operating as take-aways”?

Hotels includes lodging, hostels, motels, inns, student accommodation, holiday parks, B&B's and guest houses.

Bars and restaurants operating as take-aways includes restaurants, cafes, food to go, food delivery and traditional takeaway (fixed and mobile).

## 1. Risk assessment

**Objective:** That all employers and self-employed people carry out a risk assessment.

You should 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. If you have fewer than five employees, you don't have to write anything down. A risk assessment is not about creating huge amounts of paperwork, but rather about identifying sensible measures to control the risks in your workplace. Your risk assessment will help you decide whether you have done everything you need. Food businesses may wish to refer to specific food safety guidance published by DEFRA at <https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

Employers have a duty to consult employees 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. Your employees are often the best people to understand the risk 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. In a small business, you might choose to consult your workers directly. Larger businesses may consult through a health and safety representative, chosen by your employees or selected by a trade union. As an employer, you cannot decide who the representative will be.

At its most effective, full involvement of your workers creates a culture where relationships between employers and employees are based on collaboration, trust and joint problem solving. As is normal practice, employees should be involved in assessing workplace risks and the development and review of workplace health and safety policies in partnership with the employer.

Where the Enforcing Authority, the Health and Safety Executive (HSE) or your Local Authority, identifies employers 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 or to ensure workers in the shielded category can follow the NHS advice to self-isolate for the period specified. The actions HSE can take include the provision of specific advice to employers through to issuing enforcement notices to help secure improvements.

Employers and employees should always work together to resolve issues. If concerns still cannot be resolved, employees can raise them with HSE using an online form at <https://www.hse.gov.uk/contact/concerns.htm>.

***What we expect employers to consider:***

- Constructively engaging with employees when carrying out a risk assessment.
- Ensuring the results of any assessment are visible and communicated to employees.
- Ensuring that the actions taken as the result of the assessment do not disproportionately impact those with disabilities and consider how to support those with disabilities to comply with social distancing.

## 2. Who should go to work

**Objective:** That everyone, should work from home, unless they cannot work. Nobody should go to work if your business is closed under current government regulations.

***What we expect employers to consider:***

- Who is essential to be on site; for example, those not in customer facing roles such as office staff should work from home if at all possible.
- Planning for the minimum number of people needed on the premises to operate safely and effectively.
- Monitoring the well-being of employees who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.
- Keeping in touch with off-site employees on their working arrangements including their welfare, mental and physical health and personal security.
- Providing equipment for employees to work from home safely and effectively (for example, laptops, mobile phones, video conferencing services).

## 2.1 Protecting people who are at higher risk

**Objective:** To protect vulnerable individuals.

- Shielded extremely vulnerable individuals (see definition in [Appendix](#)) must not work outside the home.
- Non-shielded, but still 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 whenever possible, either in their current role or in an alternative role.
- If vulnerable individuals cannot work from home, they should be offered the safest available roles.
- Employers should offer support to their workers, particularly around wellbeing and mental health.

***What we expect employers to consider:***

- Whenever, vulnerable workers should be considered for roles where they can work from home.

- If this poses a risk to operations, moving vulnerable workers into lower risk activities where they have the highest chance of remaining 2m away from others.
- Providing support for workers around mental health and wellbeing. This could include advice or telephone support.

## 2.2 People who need to self-isolate

**Objective:** To make sure individuals who are advised to stay at home under [existing Government guidance](#) do not physically come to work. This includes individuals who have symptoms of Covid-19 as well as those who live in a household with someone who has symptoms.

### *What we expect employers to consider:*

- Enabling workers to work from home while self-isolating if appropriate.
- See current guidance on [employees](#) and [employers](#) relating to statutory sick pay due to Covid-19.
- See [current guidance](#) on people who have symptoms and those who live with others who have symptoms.

## 3. Social distancing at work

**Objective:** To help people to maintain 2m social distancing where possible, including while arriving at, and departing from, work, while in work and when travelling between sites.

- It will not always be possible to keep a distance of 2m. In these circumstances both employers and employees must do everything they reasonably can to reduce risk. Examples of how to do this are set out below.
- Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms and canteens and similar settings. These are often the most challenging areas to maintain social distancing.

## 3.1 Coming to work and leaving work

**Objective:** To maintain social distancing on arrival and departure, and to ensure handwashing upon arrival.

***What we expect employers to consider:***

- Staggering arrival and departure times at work to reduce crowding into and out of the workplace.
- Providing additional parking or facilities such as bike-racks.
- Reducing congestion, for example by having more entry points to the workplace. If you have more than one door, consider having one for entering the building and one for exiting.
- Using markings to guide staff coming into or leaving the building.
- Providing handwashing (or hand sanitation where not possible) at entry and exit points.
- Providing alternatives to touch-based security devices such as keypads.
- Providing storage for staff clothes and bags.
- Requesting staff change into work uniforms on site using appropriate facilities/changing areas, where social distancing and hygiene guidelines can be met.
- Washing uniforms on site rather than by individual staff members at home.

## 3.2 Moving around buildings and worksites

**Objective:** To maintain social distancing as far possible while people travel through the workplace.

***What we expect employers to consider:***

- Reducing movement through discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones or area managers travelling between sites.

- Reducing job and location rotation, for example, assigning employees to specific floors or keeping temporary personnel dedicated to one site.
- Introducing more one-way flow routes through buildings through signage that clearly indicate the direction of flow.
- Reducing maximum occupancy for lifts and providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.
- Regulating use of high traffic areas including corridors, lifts and staircases to maintain social distancing.

### Examples of lift occupancy to maintain social distancing

## 3.3 Workplaces and workstations

**Objective:** To maintain social distancing between individuals when they are at their workstations.

- For people who work in one place, workstations should allow them to maintain social distancing from one another as well as public.
- 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.
- If it is not possible to keep workstations 2m apart, then extra attention needs to be paid to equipment, cleaning and hygiene to reduce risk.

#### ***What we expect employers to consider:***

- Reviewing layouts and processes to allow staff to work further apart from each other.
- Using floor tape or paint to mark areas to help staff maintain 2m social distance.
- Avoiding employees working face-to-face. For example, working side-by-side or facing away from each other.

- Using screens to create a physical barrier between people where appropriate (for example, considering areas such as reception and guest services).

### 3.3.1 Food preparation

**Objective:** To maintain social distancing and reduce contact where possible in kitchens and other food preparation areas.

- Covid-19 is a respiratory illness. It is not known to be transmitted by exposure to food or food packaging.

***What we expect employers to consider:***

- Allowing access to as few people as possible into kitchens.
- Minimising interaction between kitchen workers and other workers, including when on breaks.
- Putting teams into shifts to restrict the number of employees interacting each other.
- Spacing workstations 2m apart as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens. Consider cleanable panels to separate workstations in larger kitchens.
- Providing floor marking to signal distances of 2m apart.
- Using 'one way' traffic flows to minimise contact.
- Minimising access to walk-in pantries, fridges and freezers, with likely only one person being able to access these areas at one point in time.
- Minimising contact at "handover" points with other staff, such as when presenting food to serving staff and delivery drivers.

### 3.3.2 Bars, restaurant and café floors

**Objective:** To maintain social distancing and reduce contact where possible in public spaces. Current guidance for public spaces is as follows:

- Bar areas must be closed.
- Seated restaurants and café areas must be closed.
- All food and drink outlets should serve takeaways only.

***What we expect employers to consider:***

- Using signage to make clear to hotel guests and the public that these areas are closed.

## 3.4 Meetings

**Objective:** To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.

***What we expect employers to consider:***

- Using remote working tools to avoid in-person meetings.
- Avoiding transmission during meetings, for example avoiding sharing pens and other objects.
- Only absolutely necessary participants should attend meetings.
- Providing hand sanitation in meeting rooms.
- Holding meetings in well ventilated rooms, where possible.
- For areas where regular meetings take place, use floor signage to help people maintain social distancing.

## 3.5 Common areas

**Objective:** To maintain social distancing while using common areas.

***What we expect employers to consider:***

- Staggering break times to reduce pressure on the break rooms or places to eat.
- Using outside areas for breaks.
- Creating additional space by using other parts of working or building that have been freed up by remote working.
- Using protective screening for staff in receptions or similar areas.
- Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.
- Maintaining social distancing measures across all staff and guest communal areas (for example, lounges), though may consider closing places at high risk of contamination (for example, children recreation areas) until social distancing measures are eased. Additional cleaning protocols should be applied to these facilities.
- Providing packaged meals or similar to avoid opening staff canteens, where possible.
- Considering alternative options to serve guests, such as a 'grab and go' service or room service.

**Example of protective screens for staff in reception areas**

## 3.6 Accidents, security and other incidents

**Objective:** To prioritise safety during incidents.

- In an emergency (for example, a fire or break-in), people do not have to stay 2m apart if it would be unsafe.

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

## 4. Managing your guests, customers, visitors and contractors

### 4.1 Manage contacts

**Objective:** To minimise the contact resulting from visits to hotels and takeaway outlets.

***What we expect employers to consider:***

- Providing handwashing and hand sanitisers and encourage visitors to wash their hands regularly
- Taking measures to avoid crowded reception areas, such as staggering check-in and check-out times or placing 2m markers on the floor to maintain social distancing.
- Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people (for example, carrying out services at night).
- Considering room occupancy levels to maintain social distancing, especially in multi-occupancy dormitories.
- Making staff accessible to guests via phone, emails and guest apps.

#### 4.1.1 Selling food or drink

**Objective:** To minimise interactions with outside workers and the public when selling food or drinks.

***What we expect employers to consider:***

- Minimising contact between kitchen and food preparation workers and delivery drivers or riders for example by having zones from which delivery drivers can collect packaged food items.
- Using front of house staff to serve customers in walk-in takeaways, with tills 2m away from the kitchen and ideally separated by a wall or partition.
- Creating a physical barrier (for example a screen) between front of house workers and customers wherever possible.
- Using contactless card payments.
- Limiting access to premises for people waiting for or collecting takeaways. Setting out clear demarcation for 2m distances for customers queuing. Asking customers to wait in their cars.
- Asking customers to order online, on apps or over the telephone to reduce queues and stagger pick-up times.

## 4.2 Providing and explaining available guidance

**Objective:** To make sure people understand what they need to do to maintain safety.

### ***What we expect employers to consider:***

- Reminding guests of social distancing guidelines during check-in.
- Where site visits are required, for example, inbound supplier deliveries or safety critical visitors, communicating site guidance on or before arrival.
- Reviewing entry and exit routes for guests, visitors and contractors, to minimise contact with other people.
- Using signage such as posters or leaflets on basic hygiene practices such as handwashing in each room. This information should be available in different languages and communicated to guests ahead of their stay.
- Informing guests about preventative measures being taken and other services they may require (for example, medical and pharmacy services available in the area or in the establishment itself).

Examples of Coronavirus display poster in guest rooms

## 5. Cleaning and sanitising the workplace

### 5.1 Before reopening

**Objective:** To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including:

- An assessment for all sites, or parts of sites, that have been closed, before restarting work.
- Cleaning procedures and providing hand sanitiser before restarting work.

***What we expect employers to consider:***

- Servicing and adjusting ventilation systems (for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels).
- 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.

### Examples of enhanced cleaning measures

### 5.2 Keeping the workplace clean

**Objective:** To keep the workplace clean and prevent transmission by touching contaminated surfaces.

***What we expect employers to consider:***

- Frequent cleaning of work areas and equipment between uses.
- Frequent cleaning and disinfecting of objects and surfaces that are touched regularly, such as door handles, lift buttons or switches and making sure there are adequate disposal arrangements.
- Clearing workspaces and removing waste and belongings from the work area at the end of a shift.
- Maintaining visibly high standards of cleaning, cleanliness, tidiness, personal dress and grooming to allay customer concerns.

### **5.2.1 Kitchen or café cleaning**

**Objective:** To ensure the highest hygiene standards are operated in kitchen areas.

***What we expect employers to consider:***

- Recognising that cleaning measures are already stringent in kitchen areas, consider the need for additional cleaning and disinfection measures.
- Having bins for collection of used towels and staff overalls.
- Asking workers to wash hands before handling plates and takeaway boxes.
- Continuing high frequency of hand washing throughout the day.

## **5.3 Hygiene – handwashing, sanitation facilities and toilets**

**Objective:** To help everyone keep good hygiene through the working day.

***What we expect employers to consider:***

- Using signs and posters to build awareness of good handwashing technique including the need for increased handwashing, the need to avoid touching your face and the need to cough or sneeze into your arm.
- Providing regular reminders and signage to maintain hygiene standards.
- Providing hand sanitiser in multiple locations in addition to washrooms.
- Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
- Enhancing cleaning for busy areas.
- Minimising use of portable toilets.
- Providing more waste facilities and more frequent rubbish collection.
- Replacing hand dryers with paper towels in handwashing facilities.

## 5.4 Changing rooms and showers

**Objective:** To minimise the risk of transmission in changing rooms and showers.

***What we expect employers to consider:***

- Where communal showers and changing facilities are required, setting clear use and cleaning guidance to ensure they are kept clean, clear of personal items and social distancing is achieved.
- Introducing enhanced cleaning of all facilities throughout the day and at the end of each day.
- In establishments where guests use shared showers, ensuring cleaning between every use to minimise the risk of transmission.

## 5.5 Handling goods, merchandise, other materials and onsite vehicles

**Objective:** To reduce transmission through contact with objects that come into the workplace and vehicles at the worksite.

***What we expect employers to consider:***

- Cleaning procedures for goods and merchandise entering the site.
- Cleaning procedures for equipment, tools and vehicles after each shift and after use of shared equipment.
- Nearby supply of hand sanitiser for employees handling goods and merchandise when hand washing is not practical.
- Regular cleaning of vehicles that employees may take home.
- Enhanced handling procedures of laundry to prevent potential contamination of surrounding surfaces, to prevent raising dust or dispersing the virus.

## 6. Personal protection equipment (PPE)

PPE and face masks - guidance to follow

## 7. Workforce management

### 7.1 Shift patterns and working groups

**Objective:** To change the way work is organised to create distinct groups and reduce the number of contacts each employee has.

***What we expect employers to consider:***

- As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.
- Considering where congestion caused by people flow and 'pinch points' can be improved. Using one-way systems, staggered shifts and assigned staff mealtimes are possible ways to minimise the risk of transmission.

## **7.2 Work-related travel**

### **7.2.1 Cars, deliveries on motorcycles and bicycles, accommodation and visits**

**Objective:** To avoid unnecessary work-related travel and keep people safe when they do need to travel between locations.

***What we expect employers to consider:***

- Minimising non-essential travel – considering remote options first.
- Minimising the number of people travelling together in any one vehicle.
- Cleaning shared vehicles between shifts or on handover.
- Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.
- Ensuring that delivery drivers or riders maintain good hygiene and wash their hands regularly.
- Creating areas for delivery drivers and riders to wait for order collection that is physically separated by a barrier.

## 7.2.2 Deliveries to other sites

**Objective:** To help workers delivering to other sites or guest premises to maintain social distancing and hygiene practices.

***What we expect employers to consider:***

- Putting in place procedures to minimise person-to-person contact during deliveries to other sites.
- Maintaining consistent pairing where two-person deliveries are required.
- Minimising contact during payments and exchange of documentation, for example by using electronic payment methods and electronically signed and exchanged documents.

## 7.3 Communications and training

### 7.3.1 Returning to work

**Objective:** To make sure all workers understand Covid-19 related safety procedures.

***What we expect employers to consider:***

- Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.
- Engaging with workers through existing communication routes and employee representatives 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 and anything workers are expected to bring with them to help maintain new safety or hygiene standards.

### 7.3.2 Ongoing communications and signage

**Objective:** To make sure all workers are kept up to date with how safety measures are being implemented or updated.

***What we expect employers to consider:***

- Ongoing engagement with workers (including through Unions, Councils or 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 \(Covid-19\)](#).
- Communicating approaches and operational procedures with suppliers, customers or trade bodies to help their adoption and share experience.
- Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.
- Using visual communications, for example whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages without the need for face-to-face communications.
- Providing guidance to staff as to how they should regularly communicate guidance to guests to ensure consistent messaging and responses.
- Holding at the reception desk the latest advice regarding Covid-19 measures (from the government website) and telephone numbers of key contacts should a member of staff or guest become ill.

## 8. Inbound and outbound goods

**Objective:** To maintain social distancing and avoid surface transmission when goods enter and leave the premises.

***What we expect employers to consider:***

- Revising pick-up and drop-off collection points, procedures, signage and markings.
- Minimising unnecessary contact at gatehouse security, yards and warehouses for example non-contact deliveries where the nature of the product allows for use of electronic pre-booking.
- Ordering larger quantities of inbound materials less often to reduce deliveries.
- Where possible and safe, having single employees load or unload vehicles.
- Where possible, using the same pairs of people for loads where more than one is needed.
- Enabling drivers to access welfare facilities when required, consistent with other guidance.
- Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.
- Creating one-way flow of traffic in stockrooms.
- Adjusting put-away and replenishment rules to create space for social distancing. Where social distancing cannot be maintained due to workplace design, sufficient mitigation strategies should be designed and implemented.

## Where to obtain further guidance

**Coronavirus (Covid-19): guidance**

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

**Covid-19: guidance for employees, employers and businesses**

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

### **Covid-19: cleaning of non-healthcare settings**

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

## **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.
People who are shielding	<a href="https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/if-youre-at-very-high-risk-from-coronavirus/">https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/if-youre-at-very-high-risk-from-coronavirus/</a>
Respiratory Hygiene	<a href="https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control">https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control</a>
Vulnerable people	<a href="https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/">https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/</a>