Business re-opening pack

updated 12 June 2020

Wiltshire Council

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This advice is for small and medium sized businesses across Wiltshire who operate premises open to the public, although larger businesses are welcome to use this if they find it helpful.

As a business owner or manager, you may have already given a lot of thought as to how you can re-open your business safely. We hope our Business Re-opening Pack helps. It contains posters, floor stickers, public health messages and other useful material and information and is designed to complement additional signage being used across Wiltshire's high streets.

These practical measures can be implemented in your premises to help keep your staff and customers safe. Our suggested measures are by no means an exhaustive list and there may be other measures you wish to put in place in your businesses.

As we all look ahead to a new normal, we can work together to give confidence and reassurance to businesses and residents that Wiltshire is a safe place to visit.

WE ARE COMPLYING – WITH GOVERNMENT GUIDANCE

What does the law say?

The Health and Safety at Work etc Act 1974 covers all workplaces and requires employers to take reasonable steps to ensure the health and safety of staff whilst at work and also others who may be affected by what they do such as members of the public and visitors. COVID-19 is a risk to health that must be managed by the employer, in order to comply with the law.

What is the latest Government guidance?

Before re-opening to the public, it is important you consider the Government's 'Working Safely during COVID-19 guidance for shops and branches', which can be viewed at: **www.gov.uk/guidance/working-safely-during-coronavirus-covid-19**

You will also need to carry out these five practical steps to ensure the safety of your premises:

1. Carrying out a COVID-19 risk assessment in consultation with your staff or trade unions: **www.hse.gov.uk/simple-health-safety/risk/index.htm** All businesses with over 50 members of staff are expected to publish the results of their risk assessment on their website

2. Developing cleaning, handwashing and hygiene procedures for staff and customers

3. Take all reasonable steps to help staff work from home, where possible

4. Maintain 2m social distancing between staff and customers where possible (the 2m rule is the current advice from Government and may change in the future)

5. Where people cannot be 2m apart, you should do everything practical to manage the risk of transmission of COVID-19

You must display the Government's downloadable notice in your workplace to show your staff, customers and visitors that you have followed this guidance: **assets.publishing.service.gov.uk/ media/5eb97021d3bf7f5d43765cbf/staying-covid-19-secure-accessible.pdf**

WE ARE SAFE

Queuing in Wiltshire

There are many streets in Wiltshire where managing queues and social distancing measures outside premises will be a challenge.

We are working with Town Councils to develop schemes to enable social distancing. Please make us aware of any concerns you may have.

WE ARE WELCOMING

Using the public highway

When developing arrangements for customers to queue outside your premises, please consider other people using this space including:

- the rights of pedestrians using the street, especially those with limited mobility

- the needs of neighbouring businesses and others in the street which will re-open in the future

You are responsible for managing your customer queues.

It's important to note that any arrangements you make may have to change to accommodate those businesses opening at a later date, changes to Government guidance and any changes we have to make during the recovery period.

Should there be a dispute over an area which is suitable for queuing or outside trade, the council will work with all parties to find a solution.

WE ARE WELCOMING - OUTSIDE MY BUSINESS

What can I do outside my business?

This helpful checklist can help you prepare.

OUTSIDE MY BUSINESS ☑ ☒

Have a sign to explain to customers what your social distancing measures are.

There are restrictions on the use of A-Boards in Wiltshire and you will also need to carefully position any boards so as not to obstruct people who are blind/partially sighted, in wheelchairs or using mobility scooters or pushchairs.

Our toolkit provides signs for you to use.
www.wiltshire.gov.uk/business-advice-support-covid19

Encourage customers to shop alone where possible, unless they need specific assistance. Encourage customers not to shop in groups.

Remind customers who are accompanied by children that they are responsible for supervising and making sure they follow social distancing guidelines.

Have a separate entry and exit point, if possible.

Keep entrance and exit doors open, if possible and safe to do so.

Consider alternatives to people visiting your shop such as operating a 'click and collect' service, offering appointments or home deliveries.

Assess the size of any public area at the front of your business and calculate the maximum number of customers who can safely queue while following social distancing guidelines.

Talk to your neighbouring businesses so your queuing proposals do not affect their business and customers are kept safe.

Use floor markings outside your business to assist with social distancing. Our toolkit provides signs for you to use.

If necessary, provide barriers or rope for queue waiting areas to ensure customers remain safe.

It is your responsibility to manage your customer queue so please regularly monitor the queue to ensure its safe operation.

WE ARE SAFE - INSIDE MY BUSINESS

What can I do inside my business?

These helpful checklists can help you prepare.

INSIDE MY BUSINESS – CLEANING AND HYGIENE	☑ ☒
Assess the size of your premises and its layout so that you can work out the maximum number of customers in your store at any one time. This will be based on the floor area of your premises and a 2m gap between customers. Consider where you need to position staff to help manage numbers or particularly busy areas.	
If possible, provide a cleaning station at the entrance to your premises which should include: - hand sanitiser and disinfectant wipes or - spray and tissue for trolley/basket handles Dispose of the waste more frequently. Our toolkit provides a poster you can display to remind customers to be safe.	
Increase the frequency of cleaning.	
Think about your staff areas and follow the Government guidance on providing washrooms, hygiene and cleaning in your business **www.gov.uk/guidance/ working-safely-during-coronavirus-covid-19/shops-and-branches#shops-5-1**	

INSIDE MY BUSINESS – DELIVERY AREAS	☑ ☒
When taking deliveries, ensure all social distancing guidelines are followed. Floor markings may help staff and delivery drivers do this. Our toolkit provides floor markings for you to use.	
Ensure the delivery driver has been briefed on your social distancing measures.	
All delivery drivers should wash their hands after entering your premises.	
All existing health and safety procedures should remain in place and carried out at all times when unloading.	
Ensure all staff are able to wash their hands regularly.	

INSIDE MY BUSINESS – SOCIAL DISTANCING ☑ ☒

Increase the ventilation in your premises by opening doors and windows if possible and safe to do so.

Use floor markings to assist with social distancing, particularly in the most crowded areas.

Place signage throughout your premises to remind customers to follow your social distancing measures.

Review the layout of your premises to ensure aisles/walkways are clear to assist with social distancing, including the removal/relocation of promotional fixtures if necessary. Create a one-way system by closing off aisles and using floor signage to direct customers to follow a continuous route.

Our toolkit provides signage for you to use.

Make regular announcements, if possible, to remind customers and staff to follow social distancing measures.

Consider alternatives to people visiting your shop such as operating a 'click and collect' service, offering appointments or home deliveries.

Install physical barriers at till points using flexi-plastic to provide a barrier for those working on the tills. If this isn't feasible, consider creating a space in front of the till area with a customer notice 'Please stand behind the line while being served.'

Our toolkit provides a poster for you to use.

Consider using staff to manage the flow of customers to the tills.

Where tills are close together, consider closing every other till. This action may also be necessary for self-scan tills.

Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.

Customer order collection areas should comply with social distancing either by floor markings or by limiting the number of customers that can wait at a time.

Consider limiting the number of customers in enclosed spaces such as lifts.

Remove promotions and features where customers are likely to gather such as product demonstrations.

To minimise congestion, consider restocking only outside of business opening hours. If restocking must be done during opening hours, assess how this can be done without compromising staff or customer safety eg using barriers to close the aisle and staff to obtain products for customers and limiting the number of staff in the area to follow social distancing.

Encourage customers to pay using contactless. Our toolkit provides a poster you can use.

To regularly wipe self-checkout touch screens or keypads, ideally between each use.

Consider temporarily shutting your business if it becomes too busy.

Consider the steps your managers and staff should take if customers are not following social distancing measures.

INSIDE MY BUSINESS – CHANGING ROOMS, CUSTOMER SEATING AND SPECIAL ASSISTANCE ☑ ☒

Consider keeping changing rooms closed.

Consider having clearly designated positions from which staff can provide advice or assistance to customers while maintaining social distance.

Remove or limit customer seating. If seating is provided, space out appropriately.

If you provide products for customers to trial prior to purchase eg TVs, computers etc, consider setting products up so that social distancing rules can be followed. These items should be wiped clean following any customer trial.

Consider whether staff can demonstrate products rather than customers touching them or provide hand sanitiser in these areas.

If your business chooses not to help customers carry large purchases to their car, make the customer aware prior to purchase. If you are providing this service provide suitable protection and advice for customers and your staff for this to be carried out safely.

Consider whether it is safe to keep customer toilets open or whether these should be available on request. If they remain open, regular cleaning should include areas such as door handles, flushes and taps.

Baby changing facilities should remain available but consider the frequency of cleaning.

Cafes and restaurants are closed until further notice and should be securely closed off to ensure customers do not use them for seating.

INSIDE MY BUSINESS – STAFF AREAS   ☑ ☒

Consider staggering arrival and departure times at work to reduce crowding.

Meetings should be kept to a minimum and carried out in a safe manner following social distancing guidelines. Ensure the room is well-ventilated and desks are cleaned after the meeting finishes. Avoid sharing pens and other objects.

Small rooms that do not allow social distancing should be limited to one person with notices displayed on the door. Ensure desks are cleaned after each use.

Avoid staff working face-to-face and assess whether they can work side-by-side or facing away from each other.

Consider using a consistent pairing system if people have to work in close proximity to each other.

In smoking areas staff should be reminded to following social distancing guidelines. Display notices in this area. Our toolkit provides a poster for you to use.

Staff should be reminded to wash their hands regularly using soap and water for 20 seconds before and after eating.

Notices promoting hand hygiene and social distancing should be placed in staff areas. Our toolkit provides posters for you to use.
Consider providing hand sanitiser at entry/exit points.

Consider introducing a staggered or extended break rota to avoid crowding.

Space out chairs and tables by marking as 'do not use' or temporarily removing them.

Remove sofas from break areas.

Frequently clean and disinfect surfaces that are touched regularly.

It is important that any measures put in place are regularly checked to ensure customer and staff understanding and compliance.

In an emergency such as an accident, provision of first aid, fire or break-in, people do not have to stay 2m apart if it is unsafe. Those individuals need to pay particular attention to sanitisation measures immediately afterwards including washing hands. You may wish to consider reviewing your incident and emergency procedures to ensure they reflect the social distancing guidelines as far as possible.

Support your staff with the new way of working to enable them to be safe, welcoming and confident in carrying out their duties.

FURTHER INFORMATION AND GUIDANCE

To ensure your business premises is prepared you may want to consider the following information and guidance.

Government guidance for employers and businesses during COVID-19 www.gov.uk/coronavirus

General Government guidance for employees during COVID-19

www.gov.uk/guidance/guidance-and-support-for-employees-during-coronavirus-covid-19

Support and advice for employers and businesses from Wiltshire Council

www.wiltshire.gov.uk/business-advice-support-covid19

British Retail Consortium – USDAW recommended guide for non-food retailers on how to implement Government advice

www.usdaw.org.uk/BRCguide

COVID-19 information and advice from the Health and Safety Executive

www.hse.gov.uk

Food Standards Agency guidance for food businesses affected by COVID-19
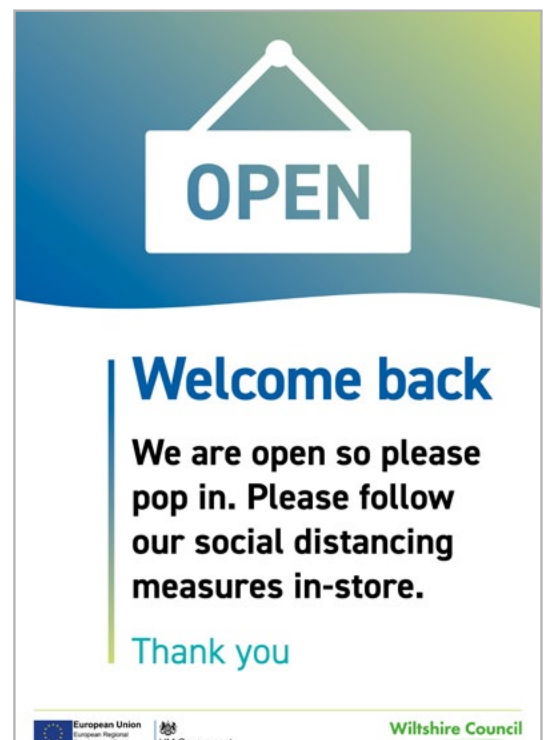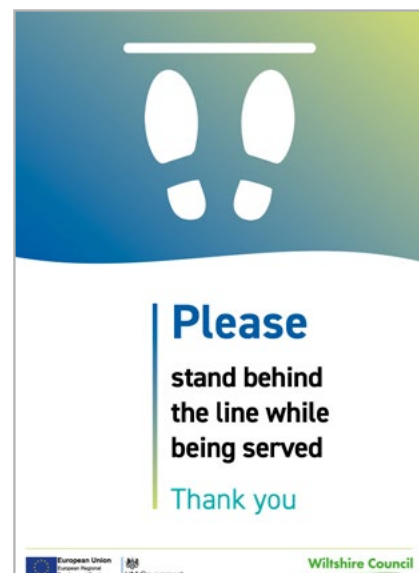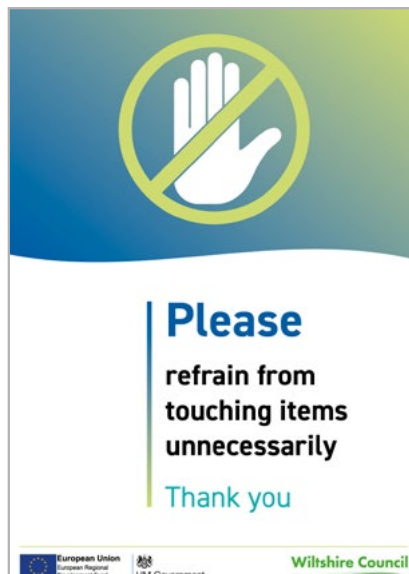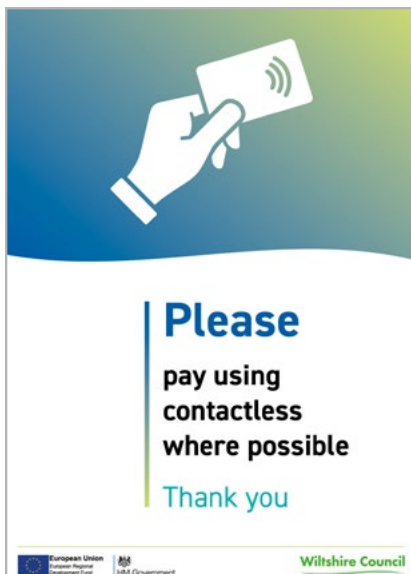
www.food.gov.uk

Our business toolkit contains a range of floor signs and posters for you to use.

www.wiltshire.gov.uk/business-advice-support-covid19

APPENDIX 1 - A4 SIGNS AND A1 A-BOARD

These can be downloaded from our website: **www.wiltshire.gov.uk/business-advice-support-covid19**

Please pay using contactless where possible. Thank you

Please refrain from touching items unnecessarily. Thank you

Please avoid shopping in groups. Thank you

Please ensure you are following social distancing. Thank you

Please stop the spread of germs and use hand sanitiser or wash your hands. Thank you

Please stand behind the line while being served. Thank you

Please follow social distancing when using this smoking area. Thank you

Catch it Germs can spread easily. Always carry tissues and use them to catch your cough or sneeze.

Bin it Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.

Kill it Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.

OPEN **Welcome back** We are open so please pop in. Please follow our social distancing measures in-store. Thank you

Please observe **social distancing**

Please queue here and observe social distancing

One way

Please observe **social distancing**

Please queue here and observe social distancing

One way