

▶▶▶ OPERATING YOUR PREMISES SAFELY

COVID-19 (Coronavirus) Business Advice

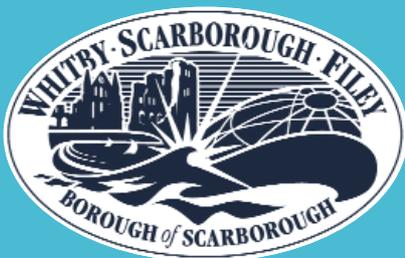
This advice is for business owners in Scarborough Borough who operate premises where the public visit. You may already be offering these services, or you may be thinking about how you can do this safely in the future.

Before opening to the wider public you must consider the Government's Working Safely During COVID-19 in Shops and Branches guidance, further details can be found at www.gov.uk/guidance/working-safely-during-coronavirus-covid-19

You may also want to think of alternatives to people visiting your shop, for example operating a 'click and collect' service or offering appointments.

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WHAT DOES THE LAW SAY?

COVID 19 is a risk to health that must be managed by the employer, in order to comply with the law.

The Health and Safety at Work etc. Act 1974 applies to all workplaces. It requires employers to take reasonable steps to ensure the health and safety of employees whilst at work and also others who may be affected by what they do, this includes members of the public and visitors.

Before reopening you should ensure the safety of your premises by:

- 1 Carrying out a COVID-19 risk assessment
(www.hse.gov.uk/simple-health-safety/risk/index.htm)
- 2 Developing cleaning, handwashing and hygiene procedures for staff and customers
- 3 Helping members of staff work from home, where possible
- 4 Maintaining 2m social distancing between staff and customers, where possible
- 5 Where people cannot be 2m apart, manage the transmission risk.

To assist businesses managing the risk of Covid-19 Scarborough Borough Council has produced this advice leaflet which provides some practical measures which can be implemented in your premises, the measures detailed are not exhaustive but provide a starting point for you and your business.

In addition to this guidance, Scarborough Borough Council has also introduced controls on the streets outside business premises upon request, in order to help businesses and members of the public stay safe whilst shopping.

WHAT STEPS SHOULD I TAKE **INSIDE** & **OUTSIDE** THE BUSINESS PREMISES?

✓ x
or NA

Signage, entrances and outdoor space

Have clear signage to explain to customers what your social distancing measures are, and reminding them not to enter if they have symptoms of Coronavirus

Encourage customers to shop alone if possible

Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines

Have one entry and one exit point, which are separate if possible. Keep entrance and exit doors open, if possible

Consider use of additional staff or security personnel if needed to assist managing the queue

Close off or remove any of your outside seating areas to discourage people from congregating outside your premises

Consider alternatives to people visiting your shop, for example by operating as 'click and collect' service or offering appointments

Assess the size any external area, available along the frontage of your premises, and calculate the maximum number of customers who can safely queue with a distance of 2 metres between

Speak to neighbouring premises, if they also have outside queuing, to ensure that your queuing proposals are not affected by neighbouring businesses and keep customers safe

Provide pavement markings outside your store to assist with distancing. Scarborough Borough Council may be able to assist with pavement markings upon request

You may need to consider provision of barriers or rope for queue waiting areas to ensure that people stay within the defined queue area

Hygiene and cleaning

Assess the size of the premises and its layout, so that you can calculate the maximum number of customers in the shop and the different areas within it, at one time. Consider where you need to position staff to help control numbers

Provide cleaning stations at front of store which should include;

- hand sanitiser and disinfectant wipes; or
- spray and tissue for trolley/basket handles

Increase the frequency of cleaning and disinfection.

- Attention should be given to shared equipment and hand contact surfaces including work surfaces, tables, chairs, switches, door handles, lift buttons, keypads, stair/escalator hand rails, push plates on doors, toilets, hand towel dispensers, taps etc.

Check that you are using sanitisers that are effective against “enveloped viruses” such as Coronavirus and that staff are adhering to the correct contact time and dilution rates. Those that comply with “BSEN 14476” are considered effective and this number should be stated on the label or you should check with your cleaning product supplier For further information about cleaning and disposing of cleaning materials please see www.gov.uk Covid-19 Cleaning in non- healthcare settings

Water systems hot and cold - consideration should be given to the hazard of legionella bacteria and how to protect staff whilst flushing/purging the water systems. Further information on the control of legionella in water systems can be found here: <https://www.hse.gov.uk/legionnaires>

Increase the ventilation within the premises by opening doors and windows if possible and safe to do so

Social distancing

Use floor markings inside to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas and place clear signage throughout the store reminding customers of the social distancing measures and asking them to follow these rules

Review the layout of the store to ensure aisles/walkways are as clear as possible to accommodate 2m social distancing, including the removal of promotional fixtures if necessary. Create a ‘one way’ system, by closing off aisles and using signage to direct customers to move in the same continuous direction

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

Erect physical barriers at till points using flexi-plastic to provide a barrier for those working on the tills. Alternatively, create an exclusion zone around the till area with a customer notice ‘Please stand behind the line while being served’. Where till points are close together, consider closing every other till point. Assess whether this is also necessary for self-scan tills

Use staff to manage the flow of customers to checkouts

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

Customer order collection points should be set up to ensure the 2m separation 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 congregate, such as product demonstrations

To limit congestion, consider restocking/replenishing only outside of store opening hours. If replenishment must be done in opening hours, assess how this can be done without compromising employee or customer safety, e.g. using barriers to close the aisle and have staff available to obtain a product for customers and only have as many staff in this area that can maintain 2m distance

Encourage cashless purchases

Self-checkout touch screens/keypads - If these remain in operation a member of staff must be available to regularly wipe these areas. Ideally between each use

Close the premises if it becomes too busy

Consider what steps will be taken by managers and staff where customers are not following social distancing measures

Changing rooms, customer seating and special assistance

Consider keeping changing rooms closed. If this is not possible, you must have a colleague in place at all times to ensure social distancing is maintained

Where customers require specialist advice/assistance in store, ensure colleagues giving the advice have a clearly designated position, ideally with a secure barrier as provided at till points

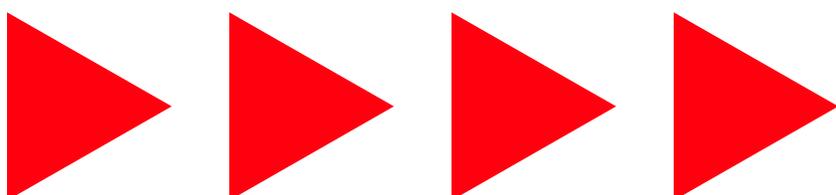
Remove or limit customer seating in store. If seating is provided, space out appropriately

If you provide in store products for customers to trial prior to purchase e.g. TV's, headphones, computers these must be set up to enable social distancing rules to be followed

Consider whether it is better for staff to demonstrate instead of customers touching the item or provide hand sanitiser in these areas

Stop services which require direct interaction with customers such as providing make up advice, nail bars or personal shopping

If stores choose not to assist customers with large purchases e.g. 60" TV to their car, it is advisable to highlight this prior to purchase. If stores are providing this service they should provide suitable protection and advice for this to be conducted safely



Cafes and toilets

Consider whether it is safe to keep customer toilets open or if these should be available on request. If open, regular cleaning should include manual multi-person touch points such as door handles, flushes, taps etc

Baby changing facilities should be available but consider 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

Meetings, staff/rest rooms and staff canteens

Meetings should be kept to an absolute minimum carried out in a safe manner following social distancing guidelines and desks cleaned down after the meeting finishes

Small rooms that do not allow 2 m distancing should be limited to one person with notices displayed on the door and desks cleaned down after each use

Smoking areas employees must be advised to remain 2m apart with notices displayed in this area

Staff should be reminded to wash their hands regularly using soap and water for 20 seconds before and after eating and notices promoting hand hygiene and social distancing should be placed visibly in these areas

Provision of hand sanitiser at entry/exit points

Introduce a staggered or extended break rota to avoid crowding. Space out chairs and tables by marking as “do not use”

Remove sofas from break areas

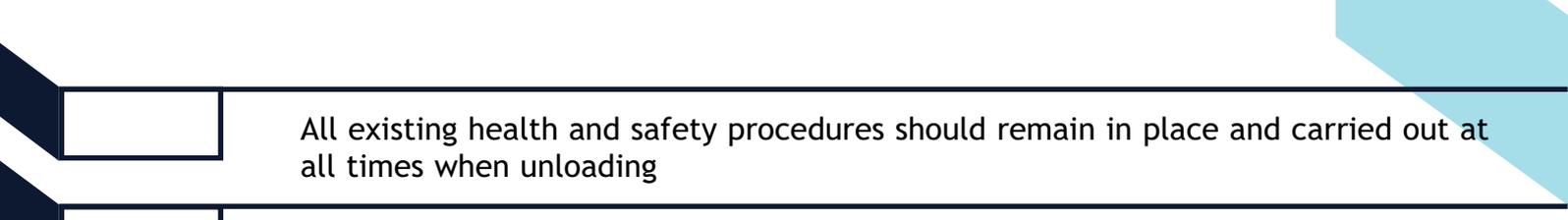
Frequently clean and disinfect surfaces that are touched regularly

Delivery areas

When taking in deliveries ensure that all social distancing guidelines are followed. Maintain a two metre distance at all times where possible. Markings on the floor may help staff and delivery drivers to do this

Ensure that the delivery driver has been briefed on your social distancing measures in place by a member of staff

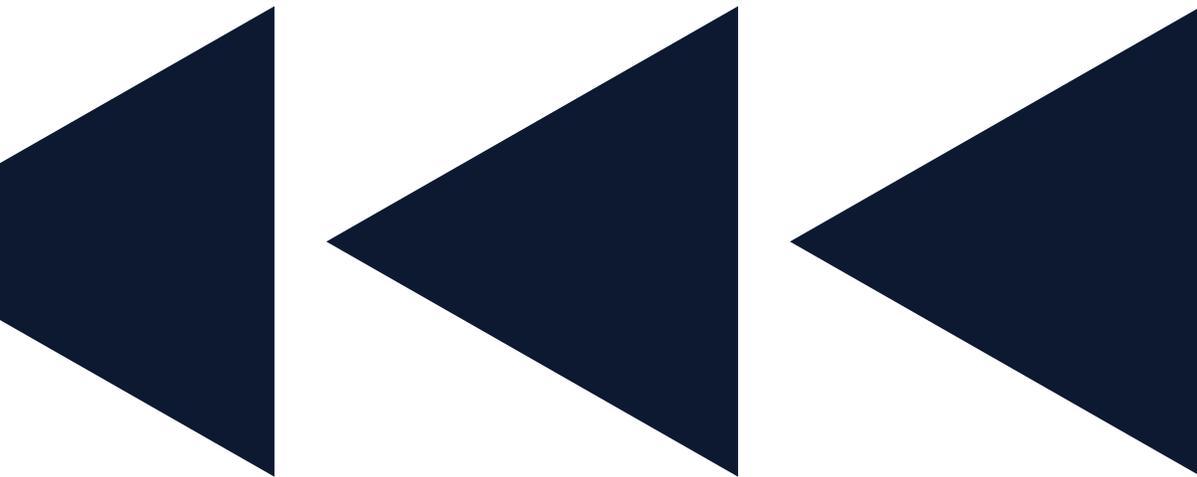
All delivery drivers should wash their hands after entering the building



All existing health and safety procedures should remain in place and carried out at all times when unloading

Ensure that all staff are able to wash hands regularly

Traders should arrange deliveries to their premises during times when pedestrian activity is likely to be low i.e. early morning and late afternoon and adhere to any existing traffic regulations and highway/vehicle restrictions in their area



IT IS IMPORTANT THAT ANY OF THE MEASURES PUT IN PLACE ARE REGULARLY CHECKED TO ENSURE CUSTOMER AND COLLEAGUES' UNDERSTANDING AND COMPLIANCE



FURTHER INFORMATION AND GUIDANCE

For further information and guidance on how to ensure your business premises is prepared you may want to consider the following:

www.gov.uk Guidance for employers and businesses on coronavirus (Covid -19)

www.brc.org.uk Website for the British Retail Consortium - USDAW recommended implementation practices for Non-Food Retail Stores - A guide for retailers on how to implement Government advice
Version 1: 24 April 2020

www.hse.gov.uk Coronavirus (COVID-19): latest information and advice. Social distancing, keeping businesses open and in-work activities during the coronavirus outbreak.

www.food.gov.uk Coronavirus advice for food businesses; advice for consumers; bulk freezing of ambient and chilled foods; food safety for food delivery; food safety for community cooking and food banks.

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Posters You can design and print your own posters, there are many examples on the internet or they can be designed and printed at Print Plus, Scarborough tel 01723 384380