

RE-OPENING FOR BUSINESS GUIDANCE

Following the government's announcement that non-essential retail can re-open from 15 June, each business will need to consider how to turn the government's working safely guidance into specific/practical actions. This will depend on the nature of the business, including its size and type.

The government has published a [Business Support Toolkit](#) which highlights the working safely guidance, including specific advice for people who work in or run shops, branches, stores or similar environments.

Five Steps to Working Safely

Government guidance on working safely is based on these key steps which need to be in place before your re-open your shop:

- 1 Carry out a Covid-19 risk assessment**
- 2 Develop cleaning, handwashing and hygiene procedures**
- 3 Help people work from home**
- 4 Maintain 2m social distancing, where possible**
- 5 Where people cannot be 2m apart, manage transmission risk**

Covid-19 Risk Assessment

The government guidance is clear that you can only re-open once you have completed a risk assessment, in consultation with your employees, and you are confident you are managing the risks.

A risk assessment should identify sensible measures to control the risks in your workplace (if you have fewer than five employees you do not need to record this in writing, but you may still find this is a good way of conducting the assessment).

There are interactive tools (including a risk assessment template) available to support you from the [Health and Safety Executive](#).

The government guidance says you should display a signed declaration that you have followed the guidance. This declaration and a colour poster to display in common areas, as well as digital images for social media channels, are [available to download](#).

Minimising Risks in Retail Stores

Steps that will usually be needed:

- ✓ Managing queues outside to ensure they do not cause a risk to individuals or other businesses, e.g. by introducing queuing systems, using barriers and having staff direct customers
- ✓ Working with the Council and your landlord to take into account the impact of your processes, including queues, on public spaces such as high streets and public car parks
- ✓ Working with neighbouring businesses to consider how to spread the number of people arriving throughout the day, e.g. by staggering opening hours
- ✓ Limiting the number of customers in your store
- ✓ Encouraging customers to use hand sanitiser as they enter
- ✓ Encouraging customers to avoid handling products whilst browsing
- ✓ Looking at how people walk through the shop and how you could adjust this to reduce contact between customers, e.g. queue management or one-way flow
- ✓ Reasonable adjustments for those who need them, including disabled shoppers
- ✓ Customer fitting rooms should be closed wherever possible, given the challenges in operating them safely
- ✓ Putting in place picking-up and dropping-off collection points where possible
- ✓ Setting up 'no contact' return procedures where customers take return goods to a designated area
- ✓ Storing items that have been returned in a container or separate room for 72 hours, or cleaning such items with usual cleaning products, before displaying them on the shop floor
- ✓ Considering methods to reduce frequency of deliveries, e.g. by ordering larger quantities less often

In order for our town and village centres to feel safe we need to collectively consider social distancing measures. We would like to encourage you to discuss your spatial needs with your neighbouring businesses to encourage a collaborative approach where possible.

We would like to wish you every success when you decide to re-open your business. If we can provide you with any further assistance or guidance, please contact us by email BusinessRecovery@molevalley.gov.uk or call 01306 885001.