

Operating your premises safely

COVID 19 (Coronavirus) Business Advice



This advice is for business owners in the area 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 guidance on working safely during COVID-19 in shops and branches. Further details can be found at <https://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.

What does the law say?

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 others who may be affected by what they do; this includes 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.

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

1. Carrying out a COVID-19 risk assessment (<https://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 Craven District 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, Craven District Council is to introduce controls on the streets outside business premises in the centre of Skipton, in order to help businesses and members of the public stay safe whilst in the town centre.

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Skipton Market & Managing the Town Centre

- Skipton Market will be resuming operation from Wednesday 10th March 2020, in line with Government guidance.
- The Market will operate each Wednesday, Friday and Saturday.
- To allow for the safe operation of the Market and to create additional space on busy days, Skipton High Street will be closed to traffic between 10am and 4pm each market day.
- Additional signage will be in place around the Town Centre offering guidance and information.
- Diversion routes will be signposted. Access to Town Centre car parks will be maintained.
- Town Centre Ambassadors and staff from both Skipton Town Council and Craven District Council will be on duty throughout the road closure periods to deal with any issues and to offer help and guidance to the public and to local businesses.
- DELIVERIES: Wherever possible, for businesses where deliveries are made to premises directly on the High Street itself, these should be arranged for outside of the road closure periods as vehicle access to the High Street will be strictly restricted.
- If there are any specific issues regarding deliveries, please speak with a member of staff on duty or contact the Market team by email to: market@skiptontowncouncil.gov.uk
- The team will do everything they can to advise and assist.



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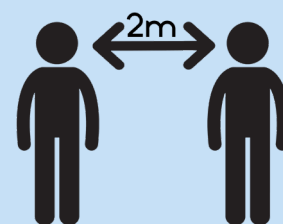
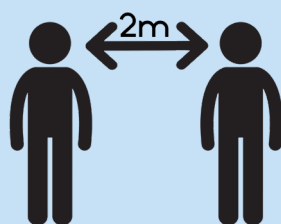
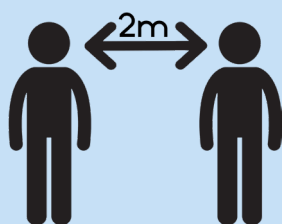
What steps should I take outside my business?

You **MUST NOT** use any form of spray paint (whether permanent or temporary) on roadways or cobbled areas.

Please obtain advice from Town Centre staff **BEFORE** you use any form of temporary spray paint on footpaths. Permanent spray paint **MUST NOT** be used.

Checklist: Outside the business premises	Check (✓ x or N/A)
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 whether security personnel are 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 of 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 floor markings outside your store to assist with distancing.	
Provide barriers or rope for queue waiting areas to ensure that people stay within the defined queue area.	
Monitor use of the queue area to ensure its safe operation; consider the use of additional staff or security personnel.	


Please be aware that you have no right to use the streets for customers to queue and this provision may be withdrawn at any time should the circumstances change including other uses of the street being identified or a change in the risk level.



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What steps should I take inside my business?

Checklist: Inside Business Premises - Hygiene and cleaning	Check (✓ x or N/A)
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: <ul style="list-style-type: none"> • 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 should 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: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings	



CORONAVIRUS
STAY ALERT TO THE RISK OF INFECTION

Remember it's critical to keep washing your hands regularly for 20 seconds.
For more ways to stay safe go to gov.uk/coronavirus

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CORONAVIRUS
STAY ALERT TO STAY SAFE

To control the risk of infection:

- ☑ Keep a safe distance from others
- ☑ Wash your hands the moment you get home

For more ways to stay safe go to gov.uk/coronavirus

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Checklist: Inside Business Premises - Social Distancing	Check (✓ x or N/A)
Increase the ventilation within the premises by opening doors and windows if possible and safe to do so.	
Use floor markings inside to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas.	
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'.	
Use staff to manage the flow of customers to checkouts.	
Where till points are close together, consider closing every other till point. Assess whether this is also 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 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 carried out 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.	

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Checklist: Inside Business Premises - Changing rooms, Customer Seating and Special Assistance	Check (✓ x or N/A)
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, these should be spaced 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.	

Checklist: Inside Business Premises - Cafes and Toilets	Check (✓ x or N/A)
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 external areas for seating.	



HM Government




Coronavirus

Wash your hands with soap and water more often for 20 seconds


Use a tissue to turn off the tap.
Dry hands thoroughly.




1
Palm to palm




2
The backs of hands




3
In between the fingers



4
The back of the fingers



5
The thumbs



6
The tips of the fingers

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Checklist: Inside Business Premises - Meetings, staff/rest rooms and staff canteens	Check (✓ x or N/A)
Meetings should be kept to an absolute minimum and 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.	
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.	

Checklist: Inside Business Premises - Delivery Areas	Check (✓ x or N/A)
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	



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It is important that any of the measures put in place are regularly checked to ensure customers' and colleagues' understanding and compliance.

Further Information and Guidance

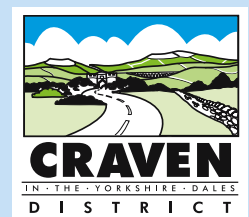
For further information and guidance on how to ensure your business premises is prepared you may want to consider the following:

- www.gov.uk - Government guidance for employers and businesses on coronavirus (COVID-19)
- www.cravenc.gov.uk/coronavirus - Information from Craven District Council.
- 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 - Health and Safety Executive website - Coronavirus (COVID-19): latest information and advice. Social distancing, keeping businesses open and in-work activities during the coronavirus outbreak.
- <https://www.food.gov.uk> - 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.
- Posters – You can design and print your own posters, or there are a number of examples on the internet. The UK safety store has template signs that are free to download: <https://www.uksafetystore.com/free-social-distancing-sign-templates>



This information is brought to you by:
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Tel: 01765 700600

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