REQUIREMENTS FOR BUSINESS - RETAIL

Guidance on the areas to consider in relation to your workplace and space for you to list the actions you will put in place to keep your customers and workers safe.

GUIDANCE ON REQUIREMENTS	CONTROL MEASURE(S) TO BE IMPLEMENTED
Wellbeing of staff and customers	
Anyone (staff and customers) who is symptomatic shall be excluded from the premises.	*e.g. staff are provided with guidance on the symptoms of Covid-19 and informed to self-isolate is experiencing symptoms; signage is displayed inviting symptomatic customers to refrain from entering the premises.*
Staff training on requirements.	*e.g. All staff are provided with information and training on COVID-19, including when to self-isolate, when to get tested, physical distancing, hand hygiene, respiratory etiquette and the cleaning schedule.*
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	*e.g. staff are provided with sick pay to prevent symptomatic individuals attending the workplace due to financial pressures.*
Physical distancing: store capacity	
Establish the safe capacity of the premises.	*e.g. the number of customers that can reasonably follow two metres physical distancing within the store has been approximated at ??? by taking account of the usable floor-space, the high volume & busiest areas, and the bottlenecks. Merchandising has been reassessed to distribute popular items throughout the store where possible to avoid congestion in any particular aisle or area of the shop.* *Revised layout of the premises with a reduction in stock to remove pinch points/bottlenecks which resulted from structural columns and display stands.*
Limit the number of customers in store at one time.	*e.g. capacity reduced to allow customers to browse and circulate while following two metre distancing; colleague at entrance controls admission and is informed when the shop approaches the maximum number of patrons so that other customers can be asked to queue at the door.*
Limit the numbers in lifts	e.g. signage displayed informing customers that should only be used by people with specific mobility needs (such as wheelchair users, parents with buggies, etc.), and on a one person per lift basis where possible. Training package informs staff that use of lifts is for essential purposes only.
Reduce contact between customer groups.	*e.g. in addition to signage, periodic announcements are made through the public address system to remind customers to respect the distancing rules and to consider staff and other customers.*

Physical distancing: staff and customer	
Control distancing at staff welfare facilities.	*e.g. where practicable, start times and breaks for staff members have been staggered. An external area additionally provided for staff to take breaks outside.*
Control distancing at workstations.	*e.g. where practicable, back of house and office staff are now working from home. Physical barriers have been erected around counters with high volume interactions with customers (such as checkouts and customer service points). Additional checkouts have been added to allow a physical distance between colleagues while maintaining the same number of checkouts to reduce queues.*
Provide separate entrances.	*e.g. a staff entrance and exit have been created to allow colleagues to arrive for work and leave without having to navigate queuing customers.*
Limit contact between staff and delivery workers. Deliveries should be scheduled to avoid peak customer periods.	*e.g. regular deliveries reviewed and contactless delivery & invoicing wherever possible. Designated delivery bay to avoid interaction with customers during loading and unloading.*
Physical distancing: queue management	
Provide a safe environment for queuing	*e.g. car parking spaces at entrance taken out of use and converted to space for queue management to allow distancing while protecting customers from moving vehicles.*
Enable distancing while queuing	*e.g. where a queue will extend into an aisle, products relocated within store to prevent interaction between queuing shoppers and browsing shoppers.*
Physical distancing: signage and markings	
Display conditions of entry (website, social media, signage on premises). **NB:** Messages should be clear and easy to understand.	*e.g. in addition to signage regarding symptoms, information is displayed to inform customers of physical distancing requirements, the restrictions on capacity, the expected external queuing system, the availability of sanitiser, etiquette for approaching staff, the one-way system within the shop, the expected respiratory etiquette, any requirement to wear a face covering.*
Provide visual aids to remind customers of distancing requirements	*e.g. tape or paint used to mark two metre distances on the floor at appropriate places and at all checkouts to help customers follow the physical distancing requirement.*
Physical distancing measures for other common areas such as toilets, showers, lockers and changing rooms.	*e.g. signage and floor markings on entry to customer toilets, staff welfare and staff changing areas; customer fitting rooms not in use.*
Physical distancing: adapting services	
Implement a pre-order and collection service with set collection time windows.	*e.g. 'click-and-collect' scheme implemented with nominated collection times/appointments for customers collecting items with a queuing system in place to ensure the reduced number of customers continue to observe physical distancing during these collections.*
Minimise handling of cash.	*e.g. customers invited to pay for large orders using bank transfer arrangement and contactless payment options encouraged in store.*

Hygiene and cleaning	
Adopt good hand hygiene practices	*e.g. enhanced cleaning regimen implemented for frequent hand contact surfaces.* *Staff tasked with cleaning workstations regularly throughout shift (with training and equipment provided).* *Cleaning and disinfectant solutions are available (monitored by supervisors and re-stocked before expending) at an appropriate strength and used in accordance with the manufacturers' instructions.*
Ensure sanitary facilities are well stocked with hand soap and paper towels.	*e.g. checks on sanitary facilities included on supervisor's checklist with re-stocking procedure in place (training on procedure provided and information on contact number for re-stocking listed on staff notice board).*
Control the surfaces touched by customers.	*e.g. where possible, doors left open and procedure for regular cleaning of handles and push plate in place for all other doors.* *Basket handles included on enhanced cleaning regimen.* *Hand sanitiser available at entrance points for customers to use to reduce risk of contamination of surfaces.*
Control the open products touched by customers.	*e.g. where possible, self service areas have been replaced by pre-packed merchandise.*
Discontinue food samples.	*e.g. self-serve tasting and sampling points removed.*
Protection of staff while cleaning.	*e.g. staff trained on the use of gloves when cleaning and litter picking; hands to be thoroughly washed with soap and water before and after cleaning tasks.*
Staff safety: additional measures	
Minimise unnecessary face-to-face contact.	*e.g. remote working tools used to avoid in-person meetings.*
Co-operate with other employers in relation to communal areas, etc.	*e.g. arrangements have been discussed with operators of neighbouring premises in relation to queuing in the car park to avoid blocking access/egress at neighbouring premises and to minimise the chance of convergence of queues.*
Minimise contact between groups of staff members.	*e.g. cohort teams identified with consistent pairing or grouping employees when working on shifts together to limit any potential spread of Covid-19 through the workforce.*
Record keeping	
Facilitate contact tracing.	*e.g. name and contact details for all staff, visitors and contractors for any given day held on file for a period of at least 28 days. Records used for tracing COVID-19 infections and are stored confidentially and securely and appropriately deleted when no longer required.*