



Supporting occupational health  
and wellbeing professionals

# Helping keep the high street safe in the pandemic

## WHAT?

Helping small high street businesses  
reopen safely after lockdown

## WHO?

A brief guide on the essentials of keeping  
your staff and customers as safe as possible

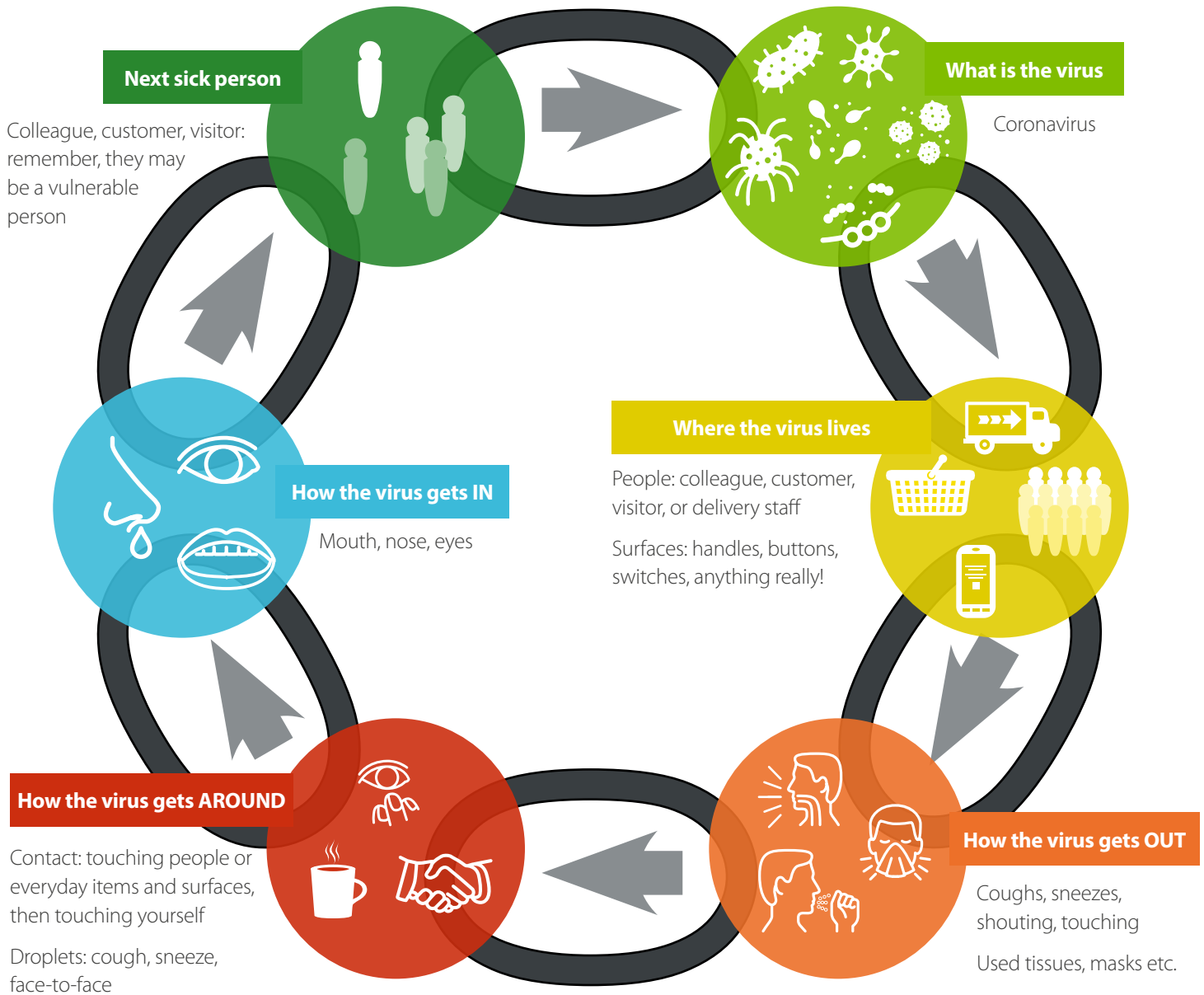
## WHY?

You want to show that you are  
operating legally and safely

There is a lot of guidance on how to reopen after lockdown, but it is not always easy to find or understand. So we have designed simple pointers to help you achieve the "5 Steps to Reopening Safely", while signposting you to more information if you need it.

Follow these 5 steps to make a Plan of Action with your teams. Then print and display your Confirmation to show your customers that you are "COVID-19 Secure". It's all about reducing the risk of infection, and finding the best way of doing that while running your business.

Understanding how infections can be spread may help you see where you can break the infection cycle:



Focus your efforts on these areas:

**How the virus gets AROUND**

**How the virus gets IN**

**Look out for EVERYONE, especially vulnerable people**

**THINGS as well as PEOPLE**

## 5 STEPS TO REOPENING SAFELY

### 1) COVID-19 risk assessment

To keep your customers safe and to protect your staff, you must assess and control the risks in your operation.

The HSE has excellent straightforward guidance on working safely during the pandemic [HERE](#) and [HERE](#).

It's good to talk with your workers about how to open safely – the HSE can help with that too: [HERE](#).

Some staff may be classed as 'vulnerable' – they need more help to avoid infection. Useful guidance [HERE](#).

Write out a Plan – it does not have to be complex, just practical steps – be prepared to update it if things change.

### 2) Workplace hygiene

Hand hygiene: hand hygiene: hand hygiene!

Frequent hand washing (soap-water, 20 secs); provide sanitiser (70% alcohol). Especially when coming in from outside, after touching handles etc., after sneeze/cough, and new stock. Handwashing posters [HERE](#) and [HERE](#).

Wherever possible, remove samples and displays that customers might otherwise handle.

Use front-of-shop sanitiser/disinfectant wipes for trolley/basket handles.

Set a regular schedule to sanitise touch points like door handles, keypads, handrails, card machines, counters.

Bin used tissues, used masks etc. – then wash hands. Great advice from the CDC [HERE](#).

### 3) Minimising staff in store

If an employee is unwell, they should not be at work. Assess if any staff are considered vulnerable. [HERE](#) and [HERE](#).

Decide what tasks can be done away from the shop or out of hours – can any orders be by phone or email with a staff member working away from the shop? Can you have staff meetings outdoors?

Agree with remote working staff what equipment they will need, and how you will stay in touch, manage workloads etc.

Look for ways to keep customers safe. Use appointments where feasible. See great HSE advice [HERE](#). If you post your contact details on the door this will make it easy for customers to phone or email you instead.

### 4) Maintaining recommended social distancing

Agree a plan with your workers to include:

How many customers can you manage inside at a time?

Decide how you are able to limit the number in-store – a queue manager (who can also answer questions before entry), a door buzzer? By appointment only?

Show where customers need to stand using clear floor markings and use arrows to show one-way system queuing areas outside and inside: can you use simple barriers like Perspex screens?

Multiple tills give better flow of customers. Keep the till queue separate. Reduce face-to-face working if possible.

Use cashless payments wherever possible.

Gov.uk has helpful guidance [HERE](#) and [HERE](#).

### 5) Manage transmission risk

Allocate a (rotating) member of staff to keep 'distancing' in order + responsible for reducing numbers inside and out. Good advice [HERE](#).

Assign a team member to help customers with additional needs, so that they can still navigate the store safely.

A person with limited vision may not see social distancing markers and their guide dogs have not been trained to social distance! Ask if they need help locating hand sanitiser and the sales counter, and provide guidance as to where they can safely move to in the store. Use large clear signage – pictures are better than words.

Put decals on clear screens to make them more visible.

Face masks are problematic for deaf people – use text or tablets to communicate.

Great advice on helping customers with disabilities from the Purple Company [HERE](#).

### Other sources of help

If you have an occupational health department or service, they can find the SOM guidance [HERE](#).

Irrespective of COVID-19, your staff will have the usual work-health issues, such as return to work after absence. This SOM blog has some generic advice [HERE](#). Also, you can find the Health-Work Toolbox for managers at the University of Huddersfield [HERE](#) (Password = goodwork2020).

# Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

## ● FIVE STEPS TO SAFER WORKING TOGETHER ●

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer \_\_\_\_\_ Date \_\_\_\_\_

Who to contact: \_\_\_\_\_ Your Health and Safety Representative  
(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1647)

# WELCOME! WE ARE OPEN

TO PROTECT YOU AND OUR TEAM,  
WE ARE SOCIAL DISTANCING.

PLEASE FOLLOW OUR  
2M DISTANCING MARKERS

TO ORDER AHEAD OR TO CHECK IF WE  
HAVE STOCK IN STORE, JUST CALL US AND  
WE CAN HAVE IT READY WHEN YOU ARRIVE!

IF YOU HAVE A QUESTION, MAYBE  
WE CAN ALSO HELP YOU BY PHONE  
OR ONLINE INSTEAD?

**WE ALSO DO APPOINTMENTS**

*(delete if this doesn't apply to your business)*

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Website:** \_\_\_\_\_



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