



Dear BID Member,

### **#StaySafeNewry - Guidance for the safe re-opening of businesses in Newry**

As our city re-opens following the COVID-19 national 'lockdown', we are issuing these advisory suggestions to enable city centre businesses to re-open and trade safely and support the wider community recovery. These suggestions take into account the Government's Covid-19 Safer Public Places – Urban Centres and Green Spaces guidance document issued on May 13th; and Shops and Restaurants offering Take-aways/ Delivery guidance document updated on May 26th - <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

#### **Summary**

Our city centre includes the oldest parts of Newry. Stormont's current advice is to maintain a safe social distance of 2m from others, and with this, there will be challenges on some of our narrower street / pavements. There will no doubt be additional measures introduced going forward to promote safe social distancing, manage vehicle access as appropriate and to maximise the opportunity for walking and cycling and we would expect to be part of any consultations around these.

The suggestions are:

1. Open your business safely for both staff and customers
2. Manage customer queues safely and without impacting on neighbouring businesses
3. Provide a safe, welcoming and pleasant experience for more people come into the city

These suggestions will remain under review as more businesses open and more people come into the city.

#### **COVID-19 business risk assessment**

COVID-19 has increased health and safety responsibilities and legal obligations for business operators. Now more than ever is the time to safeguard your business by taking all reasonable steps to prevent exposure to the invisible threat of virus and its devastating consequences/impact.

#### **Re-opening**

The Health Protection (Coronavirus, Restrictions) Regulations (Northern Ireland) 2020 and its subsequent amendments specify essential businesses which may remain open and non-essential businesses which must be closed. This is enforced by PSNI and Council. Regulations are reviewed every 3 weeks and updated to reflect which businesses may be open and which activities are permitted. We had requested specific guidance for city centre retailers and services in the Government update of June 4th. While the guidance is still not specific, it is our interpretation, that our non-food retail members who have 'direct street access', lower frequency visits and/or larger store areas are permitted to open from Monday 8th June. We will be advising our retail members who trade directly off our city centre streets; who can manage smaller numbers within their shops using queuing systems and; who can demonstrate they have social distancing measures in place to start safely reopening from Monday 8th June. We continue to lobby for further clarifying announcements from the Northern Ireland Executive on the subject of re-opening.

#### **Health and Safety Policy**

Employers must take all reasonably practicable steps to ensure the health, safety and welfare of their workers and anyone else affected by their business (including members of the public and contractors). This includes the risk from COVID-19. Employees must adhere to their employer's controls - to protect themselves and others. For further information on Health and Safety policies and a completed example visit the Health and Safety Executive for Northern Ireland (HSENI) website at <https://www.hseni.gov.uk/articles/health-and-safety-policy>

#### **Risk Assessments**

Risk Assessments must be suitable and sufficient to address health and safety hazards including the risk from COVID-19. For further information on Risk Assessments, templates and completed examples visit <https://www.hse.gov.uk/risk/>. A template risk assessment for COVID-19 is available at <https://www.hseni.gov.uk/publications/example-covid-19-risk-assessment-template>

### Welfare Facilities

Workplaces must have adequate sanitary and washing facilities and a sufficient number of wash hand basins. The HSE's Approved Code of Practice provides further information <https://www.hseni.gov.uk/publications/124-workplace-health-safety-and-welfare-gb-acop-approved-use-ni>

### Personal Protective Equipment (PPE)

Where PPE is identified by your risk assessment as an additional control, it must be suitable and appropriate. The latest government advice is available from the Coronavirus (COVID-19: personal protective equipment (PPE) hub and from HSENI <https://www.hseni.gov.uk/articles/personal-protective-equipment-ppe>

### Reporting of injuries, diseases and dangerous occurrences (RIDDOR)

Employers must now report cases of COVID-19 within the workforce where there is reasonable evidence that someone diagnosed with COVID-19 was likely to have been exposed due to their work activities. Further information on RIDDOR reporting is available at <https://www.hseni.gov.uk/report-incident>

### Customer queue management

1. All businesses are requested to take responsibility for queuing outside their premises and to ensure this queue at all times does not encroach on another business or another queue.
2. All businesses are requested to use on-street or window signs and markings to indicate the direction of their queue and where it ends.
3. Where possible businesses should have separate exit and entry doors to support an instore one-way system
4. It is envisaged that shopping centres and the larger retail stores will practice staffed queue management inside and outside their premises.
5. Staffed queue management would include ensuring queues do not encroach on other businesses and there is a process for asking customers not to join the queue if it is full
6. Smaller Independent stores are less likely to have the resources for active queue management but are requested to ensure their queue is well managed.
7. To ensure the maximum amount of space is left for pedestrians and other street users then queues should run parallel to your building, if possible go down a side street or alley and should not go into a road that remains open to traffic. If barriers are used they should occupy the minimum space to aid queue management.
8. Queueing spaces should be marked clearly with a floor/wall sign or other method and these should be used efficiently to maximise the numbers who can queue safely.
9. Best practice guidelines should be followed which includes only one adult member from a family/same household to be admitted to limit numbers.
10. Businesses offering a takeaway collection service are asked to ensure any drivers and vehicles associated with this are able to access your premises safely, do not park their vehicles in an antisocial manner and do not drive their vehicles onto pavements or in pedestrianised areas.

### Signage

We expect standard Department of Infrastructure approved signage will be installed to enable the public to see how they should be using the cities roads, cycle paths, pavements and bridges.

### External and internal floor signs

Many businesses will provide their own floor or window signs to indicate where customers should queue inside and outside of their premises. This floor sticker is available free from Newry BID and there are multiple other signage options available for free download at <https://www.newry.com/downloads/> See Newry BID Covid 19 signs.





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### **Window Posters**

With our streets containing many small neighbouring businesses then this A4 window poster is available for you to handwrite your instore capacity and there are also supporting queue direction signs available for download at [www.newry.com](http://www.newry.com). These downloadable posters and this hard copy sign are available free from Newry BID

If you any queries concerning this guidance and/or would like to receive any of these free queue management products please email [eamonn@newrybid.com](mailto:eamonn@newrybid.com).

Yours sincerely,

**Eamonn Connolly**  
Manager, Newry BID

