



**WELCOME  
BACK**

## REOPENING YOUR BUSINESS SAFELY

A GUIDE FOR RETAILERS IN THE WAKEFIELD DISTRICT



#WorkingTogetherStayingSafe



**European Union**  
European Regional  
Development Fund

**wakefieldcouncil**

## Foreword

The success of businesses all across our district is vital, both in terms of the services they provide to local people and the jobs and opportunities they create.

As our businesses reopen and welcome back customers, we know that the safety of customers and staff alike will be on everyone's minds.

This leaflet gives guidance on safely reopening shops and other businesses across the Wakefield district. It follows UK Government guidance current at the time of printing. The Government may update regulations and advice as the situation changes. The most up to date Government guidance is available online [here](#).

Businesses should consult this web page frequently to make sure they stay up-to-date as we all adjust to the new landscape.

It is the responsibility of all business owners and operators to follow Government guidance and to operate safely and responsibly. If not, enforcement action may be taken.

I look forward to all of our businesses reopening successfully and safely so that they can again provide great services to the residents, workers and visitors of this district.

**Cllr Denise Jeffery, Leader, Wakefield Council**



## Dear Business Owner

The guidance included in this pack is to assist you with the restart of your business in line with safety requirements for managing the Covid-19 pandemic, but is not exhaustive.

- Follow @Wakefieldfirst on Twitter for all the latest updates on Government guidelines
- <https://wakefieldfirst.com/business-recovery/> for links to all current guidance
- This guidance is available both online and as a hard copy
- Until further notice, goods are not permitted to be displayed on the highway or outside shops. This is for health and safety reasons to prevent cross contamination, to reduce crowding issues and to ensure correct social distancing can take place, and to reduce the risk of crime.

## Key messages from Wakefield Council

Maintain social distancing and don't stop and chat on the pavement

Please ensure your business practices safe and considerate disposal of PPE

The Government guidance on face masks and face coverings can be found here.

Please note face masks and face coverings are different and the guidance explains this.

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

From 15 June you cannot use public transport without a face covering - please make all staff who use public transport aware of this

Public transport will be running on a reduced capacity - please consider this if staff use public transport

It is your responsibility to make yourself familiar with the Government guidance materials available to help make your business Covid-19 secure

Please be mindful of the space inside and outside your shop, and be considerate of neighbouring premises

The Council wishes to work with businesses to ensure safe reopening, however we will consider enforcement action against businesses that do not comply with published regulations either by opening before they are permitted or not taking appropriate Covid-19 secure measures.

Business owners are advised to read the Government Guidance for their business sector.

Please consider effective communication with your customers - informing of opening hours, how to access your business, use of PPE, alternative provision ie telephone ordering/ click and collect, respecting queues and social distancing by social media or other measures.

It is YOUR responsibility to ensure that your premises operate safely, and take immediate action when this is not the case, up to and including closure.

Please be aware of social distancing pavement markers and high level signs in high footfall areas.



## Reopening your business safely - a guide

### When can I reopen?

Most UK businesses can reopen from Monday 15 June 2020, although not all.

You can check if your business must remain closed [here](#).

### What do I need to do before reopening?

You must complete a covid-19 risk assessment before reopening and record this if you have 5 or more employees. Signed confirmation that you have done so must be displayed on your premises. (There is a copy of this in Supporting Documents section)

<https://www.hseni.gov.uk/publications/example-covid-19-risk-assessment-template>

Posters you can sign and display are available from (there is a copy of this in Supporting Documents section)

<https://assets.publishing.service.gov.uk/media/5eb963fcd3bf7f5d39550303/staying-covid-19-secure-accessible.pdf>

All businesses must put in place proper measures to help customers and staff feel safe and to make sure the risk of the virus being transmitted is kept to a minimum.

Other actions to undertake:

- Health and safety checks must be undertaken - the checklist on page 6 of this guidance will help with this.
- All premises must be properly deep cleaned - paying special attention to areas that customers and/or staff might frequently touch.
- Enhanced cleaning procedures must be put in place - see the cleaning checklist on page 5 of this guidance.
- Measures to ensure social distancing must be in place, see page 7 of this document for guidance on what this might mean for you.
- Identified personal protective equipment (PPE) and other safety and cleaning equipment should be available for, and used by, all staff.
- All staff should be fully briefed on health and safety and social distancing measures for the premises and should understand their responsibilities.
- Signs should be placed on entry/exit doors and in prominent places for customers explaining the social distancing and other safety measures in place on your premises.

### What hours can I reopen?

- Once the measures above are in place, premises can reopen for their normal operating hours.
- To enable social distancing and meet regulations, businesses may need to consider alternative methods for delivering their service e.g. changing trading hours, or offering a 'click and collect' or an appointments service for customers.
- Any changes to trading hours or operating procedures should be effectively communicated to customers, including through social media if appropriate.

### Can I display or sell goods outside of my premises?

Until further notice, goods are not permitted to be displayed on the highway or outside shops. This is for health and safety reasons to prevent cross contamination, to ensure correct social distancing can take place including reducing crowding issues, and to reduce the risk of crime.

### What will happen if I am unable to operate safely?

- It is the responsibility of the business to ensure that the premises operate safely, and take immediate action when this is not the case, up to and including closure.
- If premises do not operate safely, including meeting social distancing and cleaning regulations, enforcement action may have to be taken. This could include the forced closure of premises.
- It might be necessary to temporarily close in order to safely correct any problems you, your staff or officials have identified.

### Where can I get further advice and guidance if I need it?

- Government advice for businesses during covid-19 is available online at: <https://www.gov.uk/coronavirus/business-support>
- Advice and guidance from Wakefield Council is available online at: <https://www.wakefield.gov.uk/about-the-council/coronavirus-information>
- Support services for Wakefield district businesses are available here: <https://www.wakefield.gov.uk/business/coronavirus---help-for-businesses>
- West Yorkshire Police Community Alert system provides free crime prevention and other advice and alerts. It can be registered for online here: <https://www.wypcommunityalert.co.uk/>
- The Wakefield Council contact centre is available by phone on 0345 8 506 506 or by email to: [customerservices@wakefield.gov.uk](mailto:customerservices@wakefield.gov.uk)
- West Yorkshire Fire and Rescue - <https://www.westyorksfire.gov.uk>
- HSE - <https://www.hse.gov.uk/news/coronavirus>



## Cleaning Checklist

Date	Action	Complete Y/N	Signature
	Have the premises being thoroughly cleaned before reopening?		
	Have areas which need enhanced cleaning during working hours been identified - such as door handles, kitchen equipment, counters and other touch points?		
	Are sufficient cleaning products available for enhanced cleaning during working hours?		
	Is there a requirement for personal cleaning products to be made available for customers and staff e.g. hand sanitiser?		
	If yes, are they easily available and clearly signposted?		
	Are procedures in place for the enhanced cleaning of premises outside of trading hours?		
	Are procedures in place to tackle any risks of increased littering outside of the premises?		
	Are all staff aware of and understand any enhanced cleaning duties?		



## Health and Safety Checklist

Date	Action	Complete Y/N	Signature
	Are all statutory inspections up to date, including food safety and hygiene inspections, where appropriate?		
	Are all alarms in working order?		
	Are all gas and electric systems in working order and up to date?		
	Are all fire appliances in place and up to date?		
	Is first aid equipment in place and up to date?		
	Is the appropriate paperwork to demonstrate the above available on site?		
	Can customers and staff safely enter and exit the premises, with appropriate social distancing?		
	Can customers safely queue outside of the premises, with appropriate social distancing?		
	Are aisles, payment points and similar areas adequately spaced to allow safe shopping and appropriate social distancing?		
	Are all staff aware of and understand their health and safety duties, including alarm and evacuation procedures where appropriate?		



## Social distancing and safety guidance

Customers and staff will need to maintain a safe distance from each other to minimise the risk of virus transmission - currently 2 metres.

All premises should assess how this can be done, and ensure that staff and customers are aware of the rules in place inside and outside the premises and follow these rules.

This could include, but is not limited to:

- Perspex or other screens between staff and customers.
- Payments accepted by card, ideally contactless, wherever possible.
- A maximum number of customers inside your premises at any time.
- One way systems in place in aisles.
- Queueing systems and queueing signs for entry into the premises marked to show queueing e.g. on the ground.
- Separate doors to enter and exit premises.
- Rearranging furniture or stock inside a premises to support socially distanced shopping and entrance/exit.
- Staff available, both on the door and within the premises, to offer guidance to customers on social distancing and safety measures.

Social distancing and safety measures must be clearly communicated to all staff and customers.

All staff should understand the social distancing measures in place on the premises and be able to communicate these to customers and ensure they are followed.

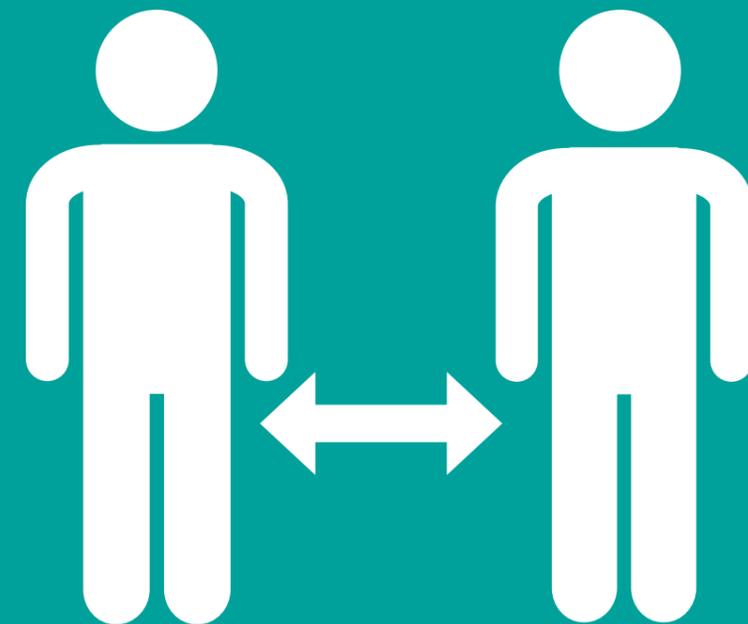
You will need a process in place to ensure that these measures are respected both by staff and customers. It's in everyone's interest.

## Social Distancing

BRC-USDAW Recommended implementation practices for Non-Food Retail Stores

A guide for retailers on how to implement Government advice

Version 2: 12 May 2020



## Social distancing in retail stores

On 23 March, the Government stepped up measures to prevent the spread of coronavirus, to protect the NHS and save lives (detailed advice [here](#)). Some businesses including food retailers, takeaways and pharmacies were permitted to remain open and all non-essential premises were closed.

Since then, the UK Government published its Covid-19 recovery [plan](#) on 11 May. This refers to a phased approach to re-opening non essential retail which will begin from 15 June.

Further information on the phasing including types of business and timeframes has not yet been shared. Specific guidance has been published to support the strategy including for "[Working Safely during Covid-19 in Shops and Branches](#)". It is important to be ready and as we start to prepare for the re-opening of stores it is clear that some virus control restrictions will continue to be necessary to limit transmission.

The safety and wellbeing of every retailers' staff and customers is a top priority. Retailers welcome continued Government support and clarification to assist managing their workforces.

The following outlines recommendations businesses may wish to consider to facilitate implementation of social distancing in retail stores. They are based on the experience of our food retail members who have been operating social distancing effectively in stores for a number of weeks. These are non-exhaustive and it is the responsibility of each business to decide the most appropriate methods to implement social distancing and other coronavirus control measures in their business. Over and above these specific recommendations there should be open dialogue with colleagues to reassure them and discuss any concerns about the safety of their role.

This document has been prepared by the BRC based on input from across the membership and USDAW and will be regularly updated, so if you have any proposed enhancements or further input, please email [Elizabeth.Andoh-Kesson@brc.org.uk](mailto:Elizabeth.Andoh-Kesson@brc.org.uk). Version changes are highlighted at the end of the document.

This guidance should be implemented in addition to all legal requirements for example the Health and Safety at work regulations. Retailers are encouraged to frequently check the official Government advice which is updated daily. Government guidance for employers can be found [here](#) and retail specific [here](#). Links within the document take the reader to information published by the Government in England. Additional information specific to other UK Governments can be obtained through those pages.

## 1. Social distancing in and around stores

### Government advice

The Government has issued guidance for social distancing in retail outlets, which can be read [here](#). That advice is the basis for the practical guidance below.

All employers are expected to follow social distancing guidance. Where the production environment makes it difficult to do so, employers should consider what measures may be put in place to protect employees. Once staff have left the work areas, social distancing and further hand washing guidance should be adhered to.

Government advice recognises that "the practical implementation of this advice will depend on the local circumstances." The guideline goes on to acknowledge the need for a local management assessment of measures that can be implemented. Businesses can meet these objectives by implementing the following measures.

## BRC recommendations on how to implement:

### Outside store

- Limit number of entry and exit points into and out of store. Consider having separate entrance and exit points if possible.
- Limit the number of customers in the store at any time. Assess the size of the store and its layout, this will enable you to calculate the number of customers who can reasonably follow 2m social distancing.
- Use a colleague to meet customers, explain the social distancing requirements and control the number of customers entering store at any one time. In some circumstances, that colleague may need to be [SIA licensed](#).
- Consider whether temporary barriers should be available in case it is necessary to stop people joining a queue.
- Place clear signage outside of the store explaining the social distancing measures in place that customers should follow.
- Place markings outside the store to assist correct queue spacings.
- Speak to nearby premises to work together to manage possible shared queueing areas.
- Encourage customers to shop alone wherever possible. Please bear in mind that this is not always possible.
- Schedule deliveries to avoid crowding in delivery areas.
- Consider non-contact stock deliveries.
- Businesses should speak with relevant partners such as local authorities, landowners, shopping centre managers and BIDs (where they exist) to determine the best way to avoid congestion for queues outside stores.
- Consider whether additional security staff may be required to support staff.

### Inside store

#### Hygiene and cleaning

- Provision of cleaning stations at front of store including:
  - [Hand sanitiser, if available and](#)
  - [Disinfectant wipes or spray and tissue for trolley/basket handles.](#)
- Identify and regularly clean key touch points eg. door handles, lift buttons, keypads, stair/escalator hand rails.



## Social distancing

### General

- Consider what steps will be taken by managers and staff where customers are not following social distancing measures.

### Shop floor and till areas

- Use floor markings inside to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas and where queueing is likely.
- 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.
- Consider one-way systems using floor markings and signage to highlight system and direction.
- Make regular announcements to remind staff and customers to follow social distancing advice.
- Erect physical barriers at till points using flexiplastic to provide a barrier for those working on the tills. These should be included in store cleaning programmes.
- If necessary, 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 done in opening hours, assess how this can be done without compromising employee or customer safety.
- 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.

## Changing rooms, customer seating and special assistance

- 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, space 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 customer touching the item or
  - Provide hand sanitiser in these areas
- Stop services which require direct physical interaction with customers such as make-up application, nail bars or personal shopping.
- Specialised make-up and skincare advice can be provided if following strict hygiene and social distancing protocols.
- 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.

## Cafes and toilets

- 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 unless offering hot or cold food to be consumed off the premises. Seating areas should be securely closed off to ensure customers do not use them.



## 2. Managing the workplace - ensuring your colleagues are protected

### Government advice

If anyone becomes unwell with a new, continuous cough or a high temperature in the business or workplace they should be sent home and advised to follow the [stay at home guidance](#). If you or an employee are experiencing symptoms, visit NHS 111 online or call 111 if there is no internet access. In an emergency, call 999 if they are seriously ill or injured, or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital.

If a member of staff has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection.

It is not necessary to close the business or workplace or send any staff home, unless Government policy changes. You should keep monitoring the [Government response to coronavirus](#) for further updates.

New Government [guidance](#) published on 11 May raises the need for a risk assessment as follows:

To help you decide which actions to take, you need to carry out an appropriate COVID-19 risk assessment, just as you would for other health and safety related hazards. This risk assessment must be done in consultation with unions or workers.

### BRC recommendations on how to implement:

- Ensure all staff are aware of the social distancing measures that are in place and trained on how they should support these measures being observed. Remind staff that social distancing applies in all areas of the store, including non- customer facing areas.
- Regular and visible written or verbal communication of the Government messages.
- Frequent reminders using the following:
  - Additional signage to ask staff not to turn up for work if they have symptoms.
  - Written communication.
  - Posters and signage.
  - Daily reminders to all staff via noticeboard and/or intranet.

## 2.1 Limiting spread of coronavirus in the workplace

### Government advice

Businesses and employers can help reduce the spread of coronavirus (COVID-19) by reminding everyone of the public health advice.

Employees and customers should be reminded to wash their hands for 20 seconds more frequently than normal.

Government [advice](#) is clear PPE, including facemasks, is only necessary for those working in clinical situations. However, we are aware from the experience of our food retail members that some colleagues remain concerned and good practice is to supply masks or visors, and gloves to those who request them. It is important that these are used correctly to minimise the risk of infection. The use of such PPE does not replace or reduce the need to follow the Government guidance in relation to hygiene practices.

Frequently clean and disinfect objects and surfaces that are touched regularly, using your standard cleaning products.

- Wash your hands with soap and water often - do this for at least 20 seconds.
- Use hand sanitiser gel if soap and water are not available.
- Wash your hands as soon as you get to work and when you arrive home, after you blow your nose, cough or sneeze, before you eat or handle food.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.
- Put used tissues in the bin immediately and wash your hands afterwards.

### BRC Recommendations on how to implement: General considerations

Regular and visible written/verbal communication of the Government messages.

Daily reminders about hand washing and correct coughing etiquette using the following:

- Additional signage
- Written communication
- Posters and signage.
- Daily reminders to all staff via noticeboards and/or intranets

Provision of hand sanitiser in high traffic/customer interaction areas such as:

- Till points
- Changing rooms, if open
- Staff rooms
- Backdoor for staff and delivery drivers



- Regular cleaning of multi-person contact points including door handles, keypads.
- Provide additional pop-up handwashing stations or facilities if possible. Provide soap, water and hand sanitiser, if available.
- Facilitate regular handwashing breaks for all staff.
- Introduce frequent deep cleaning of work areas, with attention to multi contact points. For example, between shifts, staff change overs and/or during breaks.
- Encourage use of disinfectant wipes to clean all equipment before and after each use.
- Stagger staff shift start, end and break times to avoid crowding.
- Arrange shifts to maintain same staff working together, where possible.
- Offer staff alternative tasks if concerns are raised.
- Have available sufficient gloves, masks and/or visors for those colleagues who require them. If you supply re-useable visors ensure colleagues are reminded to clean them regularly during use, and before and after each use.
- Remind staff not to share items for example, pens when signing in or out.
- Consider how staff security checks can be managed while maintaining social distancing.



## 2.2 In staff canteens and rest areas

## Government advice

It is very unlikely that coronavirus is transmitted through food. Workplace canteens may remain open where there are no practical alternatives for staff to obtain food. As far as reasonably possible, a distance of 2 metres should be maintained between users.

## BRC recommendations on how to implement:

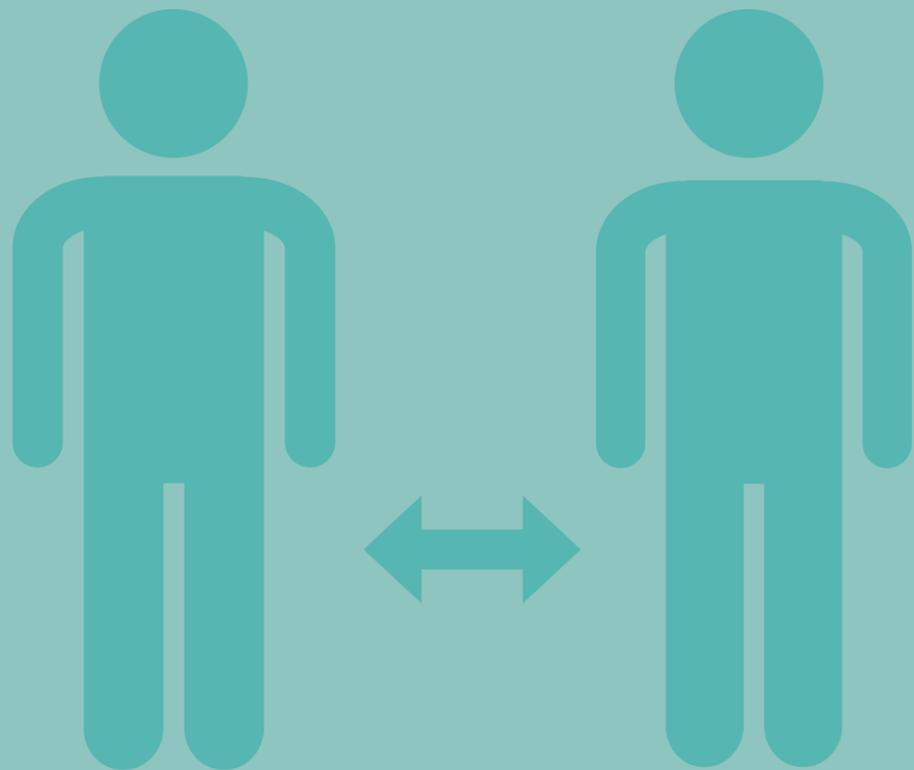
- Staff can continue to use rest areas if they apply the same social distancing measures.
- Staff who go outside the store for a break should maintain physical distancing from any colleagues or public while doing so.
- Notices promoting hand hygiene and social distancing should be placed visibly in these areas.
- Staff should be reminded to wash their hands regularly using soap and water for 20 seconds before and after eating.
- Provision of hand sanitiser at entry/exit points.
- Canteen staff who are unwell should not be at work.
- Canteen staff should wash their hands often with soap and water for at least 20 seconds and before and after handling food.
- A distance of 2m should be maintained between users.
- Where possible, staff should be encouraged to bring their own food.
- If possible, increase the number of hand washing stations available.
- Introduce a staggered or extended break rota to avoid crowding.
- Space out chairs and tables. For example, by removal or marking as “do not use”.
- Remove sofas from break areas.
- Frequently clean and disinfect surfaces that are touched regularly, using your standard cleaning products.
- Consider providing a takeaway service to avoid crowding in the canteen



### 3. Regular review and compliance checking

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

With regards to customer compliance, retailers should review their in-store and out-of-store security measures and requirements on a regular basis. Public facing retail staff could be faced with difficult situations when trying to manage social distancing measures and other requirements (e.g. non-compliance). Staff should be supported when trying to manage and enforce Government guidance and it is important that it is made clear to customers to treat staff with respect. This can be done through increased signage and the appropriate action where necessary. Retailers and Government have a duty to protect shop workers, and there must be a zero tolerance approach to verbal and physical abuse from customers, with clear measures in place to protect staff and deal with abusive customers.



### UK Government advice for businesses by type and sector.

#### Outdoor working guidance:

- Considering who is needed on site
- Handling equipment, materials, waste, and onsite vehicles
- PPE and keeping employees safe
- Shift patterns and working groups
- Work-related travel

#### Factories and warehouses:

- Maintaining current social distancing measures in the workplace
- Workplaces and workstations
- Meetings
- Accidents, security and other incidents
- Inbound and outbound goods

#### Food businesses:

- Supermarkets
- Food hygiene
- Food packaging guidance
- Social distancing measures
- Staff canteens and rest areas

#### Offices and contact centres:

- Minimising numbers of unnecessary visits
- Ventilation and air conditioning systems
- PPE and masks
- Changing rooms and showers



#### Working in, visiting or delivering to other people's homes:

- No work should be carried out in a household which is isolating
- Interacting with householders
- Equality issues
- Deliveries to homes

#### Restaurants offering takeaway or delivery:

- Keeping the workplace clean
- Work related travel
- procedures to minimise person to person contact during deliveries
- Minimising contact during payments

#### Shops, branches, or stores:

- Coming to work and leaving work
- Managing customers, visitors and contractors
- Taking into account the impact of processes, including queues, on public spaces such as high streets and public car parks.
- Providing and explaining available guidance
- Customer fitting rooms
- Handling goods and returns

#### People who work in or from vehicles, including couriers, mobile workers, lorry drivers:

- vehicles should not be shared if possible
- Cleaning vehicles
- Social; distancing in vehicles

#### Labs and research facilities:

- Protecting workers who are at higher risk
- Sharing workstations and equipment.
- Restricting non-business deliveries, for example, personal deliveries to workers.

#### Face mask guidance in non-healthcare businesses

- If you do not normally wear a face mask, or any other PPE for work, then you do not need to because of coronavirus
- Face coverings do not need to be worn in the workplace but employers should support their workers if they choose to wear one

#### Travel guidance for passengers:

You should wear a face covering while travelling

- Some people may not be able to wear a face covering, for example young children, people with breathing difficulties and people whose disabilities makes it difficult for them to wear a face covering.
- Where possible, book travel online through a ticketing app or website. Consider contactless payment to buy tickets.
- Wait for passengers to get off first before you board
- Ensure you maintain social distancing, where possible, including at busy entrances, exits, under canopies, bus stops, platforms or outside of stations.
- Be prepared to queue or take a different entrance or exit at stations
- Wait for the next service if you cannot safely keep your distance on board a train, bus or coach
- Respect other people's space while travelling
- Avoid consuming food and drink on public transport, where possible
- Be aware of pregnant, older and disabled people who may require a seat or extra space
- Be aware that some individuals may have hidden disabilities



### Guidance for landlords and tenants:

- Tenants should continue to pay rent and abide by all other terms of their tenancy agreement to the best of their ability. Tenants who are unable to do so should speak to their landlord at the earliest opportunity.
- If a tenant is worried about being unable to pay their rent, or if landlords become aware of tenants who may be in difficulty, advice is available from specialist providers such as Shelter, Citizens Advice and The Money Advice Service. If you are eligible for Legal Aid, you can also contact Civil Legal Advice for free and confidential advice.
- If you are worried about being evicted and not having anywhere else to go, you should speak to your local council housing service.
- The Coronavirus Act 2020 means that landlords who do issue notices seeking possession will not be able to progress any further before the expiry of the notice.

### Downloadable posters and publicity material

UK Government "[Stay Covid-19 secure](#)"

Public Health England: "[Get Tested](#)"

NHS: [NHS covid-19 advice posters](#)

NHS: [Shop safely for yourself and others](#)

Association of [Corner Shops](#)

## FAQs

### How can I support social distancing within my premises?

- Defining the number of customers that can reasonably follow 2m social distancing within the store and any outdoor selling areas. Take into account total floor space as well as likely pinch points and busy areas.
- Limiting the number of customers in the store, overall and in any particular congestion areas, for example doorways between outside and inside spaces, using floor tape or paint to mark areas within the premises to help people keep to a 2m distance.
- Rethinking demonstrations and promotions to minimise direct contact and to maintain social distancing.
- Reviewing your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.
- Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
- Looking at how people walk through the shop and how you could adjust this to reduce congestion and contact between customers.
- Having clearly designated positions from which colleagues can provide advice or assistance to customers whilst maintaining social distance.

### How should I set out any queueing signs/markers outside my premises?

- Where the queueing is on the public highway, no barriers, physical queueing systems, physical signage units, A-Boards etc should not be used. The queueing area should be no more than 0.5m from the building frontage, where the overall width is 3m or more. If less space is available then no markings should be provided and queueing should be managed by your staff.
- The queueing area marked out should only be directly in front of the property owned or rented by your business.
- If you think that you require an area wider than your frontage, then this should be done in agreement with your neighbouring businesses.
- Any 'markings' must be temporary and removable, such as tape or vinyls or chalk spray.
- As recommended by the British Retail Consortium, we encourage you to "Use a colleague to meet customers, explain the social distancing requirements within the store and control the number of customers entering store at any one time".



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What should do I do if my shop isn't big enough to comply with current social distancing rules?

- Shops should not reopen where social distancing is not possible
- Shops may consider limiting the number of staff working and/or customers entering at any time and incorporating perspex shielding etc to form transmission barriers

What actions should I take with regard to vulnerable customers?

- Considering designated shopping hours for vulnerable and older people, and prioritising them for online orders.
- Ensuring hand sanitising products etc. are within reach of disabled customers.
- Ensuring lifts etc. are still available for disabled customers those with guide dogs can still access the premises.
- Ensure staff are briefed to provide to support customers with issues around queueing and/or social distancing within the premises.

What actions should I consider undertaking to keep my staff safe?

- Reviewing layouts to allow workers to work further apart from each other.
- Facilities to permit increased frequency of hand washing and sanitising by staff, and surface cleaning, during trading hours
- Using screens or barriers to separate people from each other.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
- Reducing movement by discouraging non-essential trips within buildings and sites, for example restricting access to some areas, encouraging use of radios or telephones, where permitted. (These items will require cleaning between users if multi-use).
- Minimising contacts around transactions, for example, considering using contactless payments instead of cash handling.
- Staggering break times to reduce pressure on the staff break rooms or places to eat.
- Using safe outside areas for breaks.

What actions should I consider undertaking to keep my customers safe?

- Providing hand washing or hand sanitising facilities close to entry points and signposting these.
- Encouraging customers to use hand sanitiser or handwashing facilities as they enter the premises to reduce the risk of transmission by touching products while browsing.
- Encouraging customers to avoid handling products whilst browsing, if at all possible.
- Encouraging customers to shop alone where possible, unless they need specific assistance.

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What training do my staff need?

- Staff should be aware of and practice social distancing and enhanced cleaning at work, as well as safety procedures in travel and working with customers.
- Guidance is available from USDAW, the shop workers union at <https://www.usdaw.org.uk/Help-Advice/Coronavirus-Update/Social-Distancing-in-the-workplace>

Should my staff wear face masks?

- There are regular updates from the Government to this guidance, please ensure you check with Government guidance.
- Wearing face masks are currently not compulsory in customer facing services or retail settings.
- Government guidance states that "there are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms."
- The guidance also states that the evidence of the benefit of using a face covering to protect others is weak and they should not be used as a replacement for other risk management measures such as social distancing and handwashing.

What are the cleaning guidelines for my shop?

- Government guidelines on shops are available [here](#).
- Frequently clean work areas and equipment between uses, using your usual cleaning products.
- Frequently cleaning objects and surfaces that are touched regularly, including self-checkouts, trolleys, coffee machines, betting machines or staff handheld devices,
- Make sure there are adequate disposal arrangements for cleaning products.
- Clear workspaces and remove waste and belongings from the work area at the end of a shift.
- If you are cleaning after a known or suspected case of COVID-19 then refer to the specific [guidance](#).



#### What if I have a café on my premises?

- Continue to keep customer restaurants and cafes closed until further notice, apart from when offering hot or cold food to be consumed off the premises.

#### What if I offer a food pickup or takeaway service?

- Customers should be encouraged to order online, by app, or by phone.
- Customers waiting to order or collect should wait in a designated area where a 2-metre distance from other people can be maintained. If this is not possible, customers should enter the premises one at a time and only when their order is ready to be made or collected.
- Collection times should be staggered to discourage crowding outside the premises. Where queueing is taking place, you should use queue management systems to maintain a 2-metre distance between people.

#### Are there any restrictions on what I can sell?

- Any goods legally sold prior to the Covid-19 pandemic may be sold once a business restarts, however health, cleansing and social distancing measures may prevent some goods being sold (e.g. hot food and drink). If a product cannot be sold safely it should not be sold.
- Licensing and hygiene regulations still apply as before. Any changes with regard to alcohol etc. may not be undertaken without proper procedures being followed. Please consult the licensing service or Environmental Health services at Wakefield Council for further information or guidance.
- Businesses may not display or sell goods on pavements or the highway outside their premises.

#### Can customers try on clothes in my shop?

- Government advice is that fitting rooms should be closed wherever possible given the challenges in operating them safely.
- Where fitting rooms are essential, for example to support key workers buying critical protective clothing, they should be cleaned very frequently, typically between each use.

#### What do I do if a customer returns a product to my shop?

- Put in place picking-up and dropping-off collection points where possible, rather than passing goods hand-to-hand.
- Stagger collection times for customers collecting or returning items, with a queueing system in place to ensure a safe distance of 2m.
- Set up 'no contact' return procedures where customers take return goods to a designated area.
- Encourage contactless refunds, where possible.
- Store items that have been returned, donated, brought in for repair or extensively handled, for example tried on shoes or clothes, in a container or separate room for 72 hours, or cleaning such items with usual cleaning products, before displaying them on the shop floor. Materials used for cleaning can be disposed of normally.

#### Will the Council pay for any adaptations or signage for my shop?

- No Council funding is currently available for this.
- Any aids and adaptations are the responsibility of the owner of the premises.

#### Can I get funding to help me with supplying all required PPE/hand gel/cleaning products and equipment for my shop?

- No Council funding is currently available for this.
- Cleansing and PPE are the responsibility of the owner of the premises

#### What if a member of my staff or a customer develops symptoms of COVID-19?

- If anyone develops symptoms of coronavirus in the business or workplace they should be sent home and advised to follow the Government's stay at home guidance.
- If a member of staff has helped someone who has developed symptoms of coronavirus, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection.
- All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including: objects which are visibly contaminated with body fluids; all potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells. Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings.
- It is not necessary to close the business or workplace or send any staff home unless Government policy changes.
- Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths and tissues): Should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. It should be put in a suitable and secure place and marked for storage until the individual's test results are known. If the individual tests negative, this can be put in with the normal waste. If the individual tests positive, then store it for at least 72 hours and then put in with the normal waste.





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