

Annex

Operational guide for retailers (COVID-19) checklist			
Action for retailers	Small - less than 250 m2 (i.e boutique store)	Medium - 250 to 2500 m2 (i.e. large high street store)	Large - greater than 2500 m2 (i.e Department Store / shopping centre)
Must complete and implement full risk assessment in consultation with employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical distancing: signage and markings			
Use tape or paint to mark 2m distances on the floor to help people comply with physical distancing regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signage should be used to communicate key health and safety points, such as hygiene, physical distancing and that there is no unintended impacts on people with disabilities or caring responsibilities. Messages should be clear and easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consider using physical distance 2m floor markings for other common areas such as toilets, showers, lockers and changing rooms and in any other areas where queues may typically form.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical distancing: store capacity			
Limit the number of customers in store at one time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decide upon the number of customers that can reasonably follow 2m physical distancing within the store. Take into account total floor-space as well as likely pinch points and busy areas and then implement relevant measures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifts should only be used by people with disabilities, for essential purposes, or on a one person per lift basis where possible.		<input type="checkbox"/>	<input type="checkbox"/>
Shopping centres should take responsibility for regulating the number of customers in the centre and communal areas on behalf of their retail tenants.			<input type="checkbox"/>
Physical distancing: staff and customer			
If your premises has more than one access point, introduce a one-way system at entry and exit points if possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Stagger arrival and departure times of staff to reduce crowding into and out of the workplace, if this is an issue.		<input type="checkbox"/>	<input type="checkbox"/>
Where possible, take measures to reduce the potential crowding of people, for example by having more entry points for employees into the workplace or change opening hours.		<input type="checkbox"/>	<input type="checkbox"/>
Review layouts to let employees work further apart from each other where possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enforce staggered collection times or appointments for customers collecting items with a queuing system in place to ensure a safe distance of 2m.		<input type="checkbox"/>	<input type="checkbox"/>
Identify high risk areas such as pinch-points like entrances or stairs where close physical contact is likely and/or obstructions force close physical contact. Take measures to reduce risk, including using drop-off points or transfer zones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical distancing queue management			
Check for new traffic and street management plans from local authorities, and consider adjustments that might be required to your own queue management system. Businesses will need to think outside the normal trading environment to implement innovative measures such as numbering systems, and changed opening hours to manage queues. Businesses must take all reasonable measures to ensure that there is physical distancing within queuing systems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicate with nearby premises to manage shared queueing areas or where outside space is not available. If assistance in this matter is required contact your Local Authority for advice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use outside premises for queuing where available, such as car parks.		<input type="checkbox"/>	<input type="checkbox"/>
Shopping centres should take responsibility for enforcing the queuing process in communal areas on behalf of their tenants.			<input type="checkbox"/>
Physical distancing: adapting services			
Face to face services which currently cannot maintain 2m physical distancing cannot be offered should stop, i.e. make-up counters, other beauty treatments. Where physical contact is necessary and cannot be avoided appropriate measures should be considered as part of the risk assessment. This does not prohibit items being sold but relates to the nature of the customer interaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Put in place pick-up and drop-off collection points where possible.		<input type="checkbox"/>	<input type="checkbox"/>

Hygiene			
Customers should be encouraged to use contactless or cashless payment where possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If staff have to use touch-based security devices such as keypads to enter the business through controlled areas, you should either seek alternatives or implement cleaning and diversification arrangements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use signage, tannoy announcements and any other relevant communication tools to remind customers to maintain hygiene standards. i.e. hand washing and coughing etiquette.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourage customers to wash their hands by providing hand sanitation facilities at entry and exit points and in any common areas.		<input type="checkbox"/>	<input type="checkbox"/>
Cleaning			
Work areas, staff rooms, canteens and equipment should be cleaned frequently between uses. A cleaning schedule should be designed and staff trained to implement the schedule.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent touch points should be identified and disinfected regularly including all objects and surfaces that are touched regularly such as self-service checkouts, trolleys, coffee machines, or staff handheld devices. Adequate disposal arrangements should be made available for any additional waste created.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workspaces should be kept clear and all waste should be removed. All personal belongings must be removed from work areas at the end of a shift, i.e. water bottles, mugs, stationary etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Set clear use and cleaning guidance for toilets to ensure they are kept clean.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consider whether you can provide additional waste facilities and more frequent rubbish collection.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other methods of reducing transmission			
Use screens to create a physical barrier between people, for example at till points.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide a nearby supply of hand sanitiser for employees to use when boarding vehicles or handling deliveries when handwashing is not practical and ensure staff have access to and are able to regularly wash their hands. Provide hand sanitiser if hand washing is not practical.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Keep returns separate from displayed merchandise / stock to reduce the likelihood of transmission through touch. Where possible, this should include items that have been tried on but not purchased and minimise handling of goods where possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase ventilation where possible and where it is safe to do so. i.e. do not keep fire safety doors open.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer and staff support			
Provide written or verbal communication of the latest guidelines to both staff and customers inside and outside the store.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You should take reasonable steps to ensure that people with disabilities are informed about new procedures, and are able to access facilities, i.e. handwashing facilities at wheelchair height, verbal direction for those unable to see floor markings or signage etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide active travel facilities, to encourage staff and customers to walk or cycle to premises, such as bike-racks where possible. Building arrangements will determine whether this is appropriate.		<input type="checkbox"/>	<input type="checkbox"/>
Staff safety: additional measures			
Use remote working tools to avoid in-person meetings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stagger break times and make use of outdoor space for breaks where possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use a consistent pairing or grouping system where employees work on shifts together.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>