Reopening your business

Guidance for Letchworth Garden City businesses

LETCHWORTH GARDEN CITY BID

LOVELETCHWORTH.COM





Welcome Back!

Reopening your business

Guidance for Letchworth Garden City businesses

The government's COVID-19 recovery plan aims to safeguard livelihoods, but in a way that is safe and continues to protect the NHS.
Many retail businesses are now allowed to reopen (from 15 June onwards) but shops cannot operate in the same way they did before. **Every business must make sure they are COVID-19 secure and can maintain social distancing before they reopen.**
These measures are vital to safeguard the safety of your business, staff, customers as well the wider community and will help restore public confidence in our town centres.
This booklet will support your business to reopen safely.

Useful links

Guidance for shops and branches: **www.gov.uk/guidance/working-safely-during-coronaviruscovid-19/shops-and-branches**

Premises that can and can't open: **www.gov.uk/government/publications/further-businesses-andpremises-to-close**

Working safely/guidance for employers & businesses: **www.gov.uk/guidance/working-safely-duringcoronavirus-covid-19**

Guidance for employees: **www.gov.uk/government/publications/guidance-to-employers-andbusinesses-about-covid-19/covid-19-guidance-for-employees**

Guidance for food businesses: **www.gov.uk/government/publications/covid-19-guidance-for-foodbusinesses**

Fire safety: **https://www.hertfordshire.gov.uk/services/fire-and-rescue/your-home/fire-safety-in-your-home.aspx**

Bus information: **https://www.arrivabus.co.uk/herts-and-essex/places/letchworth/**

Risk Assessments: **www.hse.gov.uk/simple-health-safety/risk/index.htm**

Legionella control: **www.hse.gov.uk/news/legionella-risks-during-coronavirus-outbreak.htm**

Hand washing: **www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/**

Shielding: **www.gov.uk/government/publications/guidance-on-shielding-and-protectingextremely-vulnerable-persons-from-covid-19**

Business help and advice: **https://www.north-herts.gov.uk/home/emergency-planning/coronavirus-covid-19/coronavirus-help-businesses**

All information correct at time of print, 12 June 2020.

LETCHWORTH GARDEN CITY BID
LOVELETCHWORTH.COM **www.loveletchworth.com**

Working safely

Please take the time to review the government guidance to help employers, employees and the self-employed understand how to work safely during the Coronavirus pandemic.

The government has set out five key steps to working safely:

1. Carry out a COVID-19 risk assessment
2. Develop cleaning, handwashing and hygiene procedures
3. Help people to work from home
4. Maintain social distancing, where possible
5. Where people cannot be socially distanced, manage transmission risk

Full guidance is available at **www.gov.uk/guidance-working-safely-during-coronavirus-covid-19**

Risk assessments

The Government recommends that businesses and employers carry out a written a risk assessment before reopening and display the 'Staying COVID-19 Secure in 2020 notice' in their premises. Guidance can be found here: **www.hse.gov.uk/risk/casestudies**

Be COVID-19 secure

Every business has a legal duty to protect their staff, customers and others affected by their work activities from the risk of coronavirus infection. We encourage you to read, and action the guidance available to make your business COVID-19 secure.

Enforcement is the last resort but please note, a business or venue operating in contravention of the law (COVID-19 regulations) will be committing an offence. Businesses and venues that breach the law could be subject to prohibition notices and fixed penalty notices or closure.

Here to help

It is a challenging time for businesses and Letchworth BID is here to help
You can contact us on **bid@loveletchworth.com**
If you are interested in general business support, including how to access available grants or to subscribe to the dedicated business newsletter, email **revenue@north-herts.gov.uk**

Support for Hertfordshire businesses - trading safely

Prior to re-opening, you must conduct a risk assessment specific to your business and complete the 'COVID secure' checklist. If you have 5+ employees you must also ensure it is written down.
Hertfordshire's Better Business for All partnership has produced guides, checklists and FAQs as part of a toolkit to help businesses complete their risk assessment and put new processes and procedures in place to allow them to re-open and trade safely.
These documents will be regularly updated in line with Government's latest COVID-19 guidelines, so please ensure you are following the latest version. You should use the toolkit as a general guide that provides direction, but please remember that your COVID-19 risk assessment must be reflective of your business to enable you to operate safely. Some of the guidance may not apply to you directly, but can be adapted to suit your business.
The toolkit (available here: **https://www.hertfordshirelep.com/what-we-do/priorities/business-support/better-business-for-all/covid-19-advice-and-support/)** will be added to over time, in line with Government's recovery road map and feedback from businesses on the additional support they need. The FAQs for re-opening and trading safely contains links to specific Government guidance that all businesses should read.

Contact Environmental Health: **01462 474000**

Reopening your business

Guidance for Letchworth Garden City businesses

Social distancing advice for businesses

Coronavirus (COVID-19) spreads from person to person so reducing the ways people come in close contact with each other is essential. This is called social distancing, and it is an important and effective way to slow down the spread of this virus.

Every business has a legal duty to protect their staff, customers and others affected by their work activities from the risk of coronavirus infection.

Your customers will want to feel confident that your business is COVID-19 secure and that their health and safety is of the utmost importance.

For customers

1 Use social media/website and your shop window to explain your reopening plans and procedures. Let your customers know how you are addressing any health and safety concerns and update them on any changes you have made e.g. days you are open, opening hours, queuing, new ways of delivering, serving safely maintaining a safe distance of separation. customers, product ranges etc.



2 Limit the number of customers in your premises at any one time so that you can safely maintain a distance of separation.



3 Maintain queue control outside of your premises so that the social distancing rule is observed by those waiting in the queue.

4 Make sure you speak to your neighbouring businesses to manage queuing systems.

5 Review your layout and remove any unnecessary obstructions.

6 Where/if possible introduce a one way system around the premises to mitigate social distance breaches.



7 Use floor markings in the premises to help keep customers apart particularly at counters and tills. Floor stickers, tape or chalk will help support your customers to know how how far apart they need to stand.





8 Use signs throughout your shop to help customers to keep to the rules.

LETCHWORTH GARDEN CITY BID

LOVELETCHWORTH.COM www.loveletchworth.com



9 Take payment by card or contactless payment – try to avoid cash payments.

10 Customers must not be allowed to congregate or loiter inside and outside the premises. Ask them to leave as soon as their purchase is complete.



11 Close off or remove seating both inside and outside premises.



12 Frequently clean and disinfect all hand contact points in the premises such as door handles and counters.

13 Consider offering hand sanitiser to customers as they enter.

14 Changing rooms in clothing stores must stay closed.

15 Do toilets need to be open? If yes, ensure they are cleaned regularly and minimise customer touch points e.g. door handles

For staff



1 Carry out a risk assessment to make sure that you have effective controls in place to reduce the risk of coronavirus infection.
This must cover staff, customers and others affected by your business. If you have five or more employees, you must record your risk assessment.

2 Is PPE needed for staff? If yes, you must have adequate supplies readily available.
Contact us: **https://www.loveletchworth.com/contact-us/**

3 Use screens at serving areas or till points.



4 Make sure that staff regularly wash their hands for at least 20 seconds and that you have adequate supplies of soap, hand sanitiser and paper towels for hand drying available.



5 Support staff to adhere to social distancing guidelines wherever possible. If you cannot follow social distancing rules for a work activity, you should consider stopping the activity to reduce the risk of infection.

6 Use back-to-back or side-to-side working whenever possible.

7 Stagger arrival and departure times.

8 Reduce the number of people each person has contact with by using 'fixed teams or partnering.'

9 Make sure staff communal areas e.g. break areas/staff rooms are safe for social distancing. Minimise use of shared utensils and equipment.



10 Staff showing coronavirus symptoms must not come into work. Encourage staff to book a swab test to find out if they have the virus **www.nhs.uk/conditions/coronaviruscovid- 19**

For deliveries/services

1 Deliveries to store should be arranged for outside busy periods. Please be mindful of local residents and potential noise nuisance when arranging your deliveries.

2 Be clear about where deliveries can park.



3 Drivers should avoid contact with other staff where possible and must maintain social distancing rules.



4 Encourage delivery drivers to use a hand sanitiser upon collection if it is not possible for them to access the hand wash basin.

5 Make sure your cleaning services and/or commercial waste management contract is in place and has been updated.

6 Use electronic prepayment where possible and avoid drivers collecting cash.

7 If you are delivering to customers leave food/packages on the customers' doorstep and move back to adhere to the social distancing rules, until the customer collects.

Coronavirus (Covid-19) checklist for businesses

It is important that we all follow the government guidelines to limit the spread of Coronavirus.
Where workplaces are open precautions need to be taken to reduce risks to both the workers and the public. This checklist will help you to put in place measures to keep both employees and customers safe.
This checklist is for personal use it does not need to be shared with Letchworth BID.

Employee practices	Y/N
Where staff are required to be at work, staff must adhere to the social distancing rules.	
You must assess the steps needed to reduce the risk of transmission between staff and any customers who may be in the premises. You must put these steps in place.	
To protect your staff, you should remind colleagues daily to only come into work if they are well and no one in their household is self-isolating.	
Identify employees who are at increased risk of severe illness from coronavirus. This group includes those who are: ■ Aged 70 or older (regardless of medical conditions). ■ Under 70 with an underlying health condition These individuals will need to be particularly stringent in following social distancing measures. ■ Specific individuals who are at severe risk are to be 'shielded' and will have received a medical letter informing them to isolate themselves. It is important that these employees stay at home.	
Try to maintain dedicated work teams and keep the number of members as small as possible.	
Provide handwashing stations with soap, water, hand sanitiser and a hygienic means to dry hands - encourage staff to use them. All staff to wash their hands regularly and for at least 20 seconds, particularly after blowing their nose, sneezing or coughing, before/ after using shared equipment and prior to eating. Where facilities to wash hands are not available (non food), hand sanitiser should be used.	
Communicate with staff on a regular basis to remind them to follow social distancing advice and wash their hands regularly.	
Where possible, minimise printing and hard copies and email/digital transfer instead.	
Allocate work spaces to employees that are socially distanced, these can be marked out with tape. Equipment and fittings should be re-arranged to accommodate social distancing.	
Where it is not possible to remain socially distanced, staff should work side by side or facing away from each other, rather than face to face.	
Ensure staff are wearing clean uniforms and that there is safe storage for outside clothes and bags.	
Increase the frequency of cleaning and disinfection. Attention to be given to shared equipment and hand contact surfaces including work surfaces, tables, chairs, switches, door handles, push plates on doors, toilets, hand towel dispensers, taps etc. Check that you are using sanitisers that comply with BS EN 1276 and that staff are adhering to the correct contact time and dilution rates.	

Public safety

Wherever possible introduce a telephone, email and internet ordering service to limit and reduce the risk of queues and long waiting times.	
If a click and collect service is offered, provide a designated collection time.	
Display a sign/poster at the entrance to remind customers not to enter the premises if they have symptoms.	
Provide sanitiser with an alcohol content of at least 60% for customers/staff.	
Where the public access the premises, introduce control measures to support the social distancing practice. ■ Limit the number of people in the shop /at the stall and control entry so that the premises do not become overcrowded. ■ Maintain queue control outside of shops and other essential premises so that the social distancing rule is observed by those waiting in the queue – customers must not be allowed to congregate or loiter. ■ Use signage and floor markings to direct people around the premises and maintain social distancing. ■ Close the premises and re-assess if it becomes too busy. ■ Staff may need to act as stewards to advise customers on social distancing.	
Customers should not be directly in front of the till operator. Options to control risk include: ■ Provide a 'sneeze screen' barrier to protect both customers and the till operative. ■ Alternatively, create an exclusion zone around the till area with a customer notice 'Please stand behind the line while being served'	
Contactless payments are encouraged. Place a sign at the till "Please use contactless payment if you are able to do so. Contactless payment is available for purchases up to £45."	
Frequent cleaning and disinfection of shared customer touch points including hand held checkout devices, keypads at check out, fridge/freezer handles, escalator and staircase handrails, on site ATMs etc.	
When staff are restocking shelves, the social distancing rule must be respected. Assess this, for example you can close off the aisle or put up barriers around the worker or briefly close the stall.	
For food businesses the documented food management system will need to be updated and the start-up checks, closing checks and cleaning schedules must be dated and signed. Check they have been done correctly.	

By signing this checklist you are confirming that you are working within the government guidelines to limit the spread of coronavirus.

Name			
Business Name			
Signature		Date	