

Checklist for operating your shop premises safely

Outside your business premises	Check (✓, X or N/A)
Consider offering alternatives to people visiting your shop such as operating a 'click and collect' or appointment only service.	
Display clear signage to explain to customers what your social distancing measures are, and reminding them not to enter if they have symptoms of COVID-19 and to wear a face covering.	
Encourage customers to shop alone if possible.	
Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.	
Have one entry and one exit point, which are separate if possible.	
Keep entrance and exit doors open, if possible.	
Consider use of additional staff or security personnel if needed to assist managing the queue.	
If the use of outside seating associated with your business is legally permitted it must be included within your COVID-19 risk assessment and the social distancing controls you have specified must be effectively managed.	
Assess the size of any external area, available along the frontage of your premises, and calculate the maximum number of customers who can safely queue with a distance of 2 metres between.	
Speak to neighbouring premises if they also have outside queuing to ensure that your queuing proposals are not affected by neighbouring businesses and are safe for customers.	
Provide pavement markings like chalk lines or tape outside your store to assist with distancing in queues.	
Consider the provision of barriers or rope for queue waiting areas to ensure that people stay within the defined queue area.	
Monitor use of the queue areas to ensure its safe operation, consider the use of additional staff or security personnel.	

Inside business premises - face coverings	Check (✓, X or N/A)
<p>Customers must wear a face covering inside shops, including shopping centres and indoor markets, unless they are exempt. This is the law. Read guidance on face coverings. You should take reasonable steps to promote compliance with the law. It is good practice to offer a face covering to anyone trying to enter the shop without one.</p>	
Inside business premises - hygiene and cleaning	Check (✓, X or N/A)
<p>Assess the size of the premises and its layout, so that you can calculate the maximum number of customers in the shop and the different areas within it, at one time. Consider where you need to position staff to help control numbers.</p>	
<p>Provide cleaning stations at front of store which should include:</p> <ul style="list-style-type: none"> • hand sanitiser and disinfectant wipes; or • spray and tissue for trolley/basket handles. 	
<p>Increase the frequency of cleaning and disinfection.</p> <p>Attention should be given to shared equipment and hand contact surfaces including work surfaces, tables, chairs, switches, door handles, lift buttons, keypads, stair/escalator hand rails, push plates on doors, toilets, hand towel dispensers, taps etc.</p>	
<p>Check that you are using sanitisers that are effective against ‘enveloped viruses’ such as COVID-19 and that staff are adhering to the correct contact time and dilution rates. Those that comply with BSEN 14476 are considered effective and this number should be stated on the label or you should check with your cleaning product supplier.</p> <p>Further advice for choosing hand sanitisers and surface disinfectants during the coronavirus pandemic can be found at www.hse.gov.uk/coronavirus/hand-sanitiser/choosing-hand-sanitiser-surface-disinfectant.htm</p> <p>For further information about cleaning materials visit www.harrogate.gov.uk/downloads/file/3474/cleaning-product-guide</p>	
<p>Consideration should be given to the hazard of legionella bacteria and how to protect staff whilst flushing/purging hot and cold water systems. Further information on the control of legionella in water systems can be found at www.hse.gov.uk/legionnaires</p> <p>Avoid potentially fatal Legionnaires’ disease by checking water before reopening and Guidance leaflet</p>	

Inside business premises - social distancing	Check (✓, X or N/A)
Increase the ventilation within the premises by opening doors and windows if possible and safe to do so.	
Use floor markings inside to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas.	
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 2 metre social distancing, including the removal of promotional fixtures if necessary. Create a 'one way' system, by closing off aisles and using signage to direct customers to move in the same continuous direction.	
Make regular announcements if possible, to remind staff and customers to follow social distancing advice.	
Erect physical barriers at till points using flexi-plastic to provide a barrier for those working on the tills. Alternatively, create an exclusion zone around the till area with a customer notice asking to 'Please stand behind the line while being served'.	
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 2 metre 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, e.g. using barriers to close the aisle and have staff available to obtain a product for customers and only have as many staff in this area that can maintain 2m distance.	
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.	
Close the premises if it becomes too busy to manage effective social distancing.	
Consider what steps will be taken by managers and staff where customers are not following social distancing measures.	

Inside business premises - changing rooms, customer seating and special assistance areas	Check (✓, X or N/A)
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 customers touching the item or provide hand sanitiser in these areas.	
Stop services which require direct interaction with customers such as providing make up advice, nail bars or personal shopping.	
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.	

Inside business premises - cafés and toilets	Check (✓, X or N/A)
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 and should be securely closed off to ensure customers do not use them for seating.	

Inside business premises - meetings, staff/rest rooms and staff canteens	Check (✓ X or N/A)
Meetings should be kept to an absolute minimum carried out in a safe manner following social distancing guidelines and desks cleaned down after the meeting finishes.	
Small rooms that do not allow 2 metre distancing should be limited to one person with notices displayed on the door and desks cleaned down after each use.	
Smoking areas employees must be advised to remain 2 metres apart with notices displayed in this area.	
Staff should be reminded to wash their hands regularly using soap and water for 20 seconds before and after eating.	
Notices promoting hand hygiene and social distancing should be placed visibly in these areas.	
Provision of hand sanitiser at entry/exit points.	
Introduce a staggered or extended break rota to avoid crowding.	
Space out chairs and tables by marking as 'do not use'.	
Remove sofas from break areas.	
Frequently clean and disinfect surfaces that are touched regularly.	
Inside business premises - delivery areas	Check (✓, X or N/A)
When taking in deliveries ensure that all social distancing guidelines are followed. Maintain a two metre distance at all times where possible. Markings on the floor may help staff and delivery drivers to do this.	
Ensure that the delivery driver has been briefed on your social distancing measures in place by a member of staff.	
All delivery drivers should wash their hands after entering the building.	
All existing health and safety procedures should remain in place and carried out at all times when unloading.	
Ensure that all staff are able to wash hands regularly.	

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