**COVID-19 - CHECKLIST FOR COMMERCIAL PREMISES ON SOCIAL DISTANCING AND QUEUING**

Please use this checklist to help you combat the spread of COVID-19 in your workplace. The checklist is not comprehensive, therefore familiarise yourself with the thorough guidance on www.gov.uk ( [*https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches*](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches) ) beforehand.

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| **CATEGORY** | **STRATEGY** |
| **Risk assessment** | Conduct a Covid-19 risk assessment and ensure that suitable control measures are identified and implemented.**Note - Your risk assessment should as a minimum cover all those considerations marked with an asterisk in this document.** | **** |
| Share the risk assessment with your staff (If you have fewer than five employees, you don’t have to write anything down, but it might help if you do. Further guidance is available at: *https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf* )\* | **** |
| Establish the minimum number of staff necessary within the workplace to operate effectively and ensure this is adhered to. Identify staff essential to be on the premises. If not essential, instruct them to work from home\* | **** |
| If homeworking is not possible, ensure social distancing i.e. 2m rule. Try to cease business activities that require individuals to breach the 2m rule. If those activities are necessary, ensure relevant mitigating actions are adopted. See Guidance for examples of mitigating actions.\* | **** |
| If people must work face-to-face for a sustained period of time with more than a small group of fixed partners, you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.\* | **** |
| Identify 'clinically vulnerable' and 'clinically extremely vulnerable' employees. Take necessary measures as outlined in guidance document.\* | **** |
| Ensure all employees are aware of sickness protocols – Employees must stay away if they or any of their household members are suffering from symptoms of COVID-19\*. | **** |
| Ensure all employees are trained regarding Covid-19, social distancing and your procedures are supervised to ensure compliance\* | **** |
| Frequency of handwashing and surface cleaning increased and reinforced with employees. Promote 20 second rule.\* | **** |
| **Employee-focussed measures** | Stagger employee entry and departure times. | **** |
| Provide hand-cleansing facilities at entry and exit points. | **** |
| Staffing area layouts may need to be remodelled to accommodate effective working but promoting optimum adherence to social distancing rules. Employees are not to work face-to-face unless necessary. | **** |
| Provide Personal Protective Equipment (PPE) where appropriate. Consult HSE guidance available at [*www.hse.gov.uk*](http://www.hse.gov.uk) | **** |
| Workstations and tills at least 2m apart and cleaned frequently, especially keypads. | **** |
| Restock shelves and take deliveries during times when the business is closed to members of the public (where possible). | **** |
| Have dedicated staff eating areas. Provide sufficient hand-cleansing facilities and ensure usage by employees upon entering and exiting these areas. Promote social distancing by way of signage and removal of excess tables and chairs. Consider outside areas for breaks. | **** |
| Stagger lunch and break times to reduce pressure on staff rooms etc. Employees to bring pre-prepared meals and drinks from home and advised not use shared facilities such as microwaves and kettles unless prior cleaning is conducted. | **** |
| Employees to be supervised to ensure compliance, and non-compliance to be dealt with accordingly. | **** |
| **General public measures** | Be considerate of the general public when using public pathways, car parks and external areas for queuing customers. You must consider passing pedestrians and must not cause an obstruction. | **** |
| Work with nearby premises to manage possible shared queuing areas effectively to maximise adherence to social distancing guidelines. | **** |
| Consult with your local authority, shopping centre or landlord to discuss queuing arrangements and ensure any changes to your queuing system do not pose a negative impact on others. | **** |
| Shopping centres should take responsibility for regulating the number of customers in the centre and the queuing process in communal areas on behalf of their retail tenants. | **** |
| **Customer-focussed measures** | Prominent clear signage at the entrance re. Covid-19, store procedures, social distancing, good coughing etiquette, etc. Deal with customers breaching social distance requirements accordingly. | **** |
| Calculate maximum number of customers at one time who could still shop safely i.e. comply with 2 metre rule. Prohibit greater numbers by usage of door staff or ‘1 in 1 out’ policy. | **** |
| Mark boundaries with chalk or floor tape to assist customers 2m distancing from one another particularly at queues for the tills and entrance. | **** |
| Remodel shop layout to maximise social distancing i.e. ONE WAY flow, limit bottlenecks and obstacles. | **** |
| Non-essential doors left open to minimise human contact (excluding fire doors). | **** |
| Use barriers or Perspex screens to create physical segregation between people at till areas. | **** |
| Promote Contactless payments via poster and verbally. Sanitise payment terminals regularly. | **** |
| Changing rooms to be closed unless policed by staff to ensure social distancing. | **** |
| Customer services that cannot be undertaken without contravening social distancing guidelines i.e. carrying large items to customer vehicles should cease. However, where such services must continue, ensure **mitigating actions** are taken to minimise the risk. | **** |
| Create separate pick-up or drop-off points where feasible to limit the passing of goods hand-to-hand. For customers picking up goods, consider allocating different collection times to customers. | **** |
| Introduce a delivery service if feasible to reduce footfall. Follow good practice guidelines. | **** |
| Returned goods should be quarantined prior to further contact. | **** |
| **Toilets** | Close public conveniences unless strict hygiene measures can be incorporated such as hand cleaning before and after (not solid soap), thorough cleaning programme implemented for handles, sinks, vending machines and waste bins (emptied frequently). | **** |
| **Vehicles** | Business vehicles cleansed between different users – ideally have one dedicated driver for each vehicle. Ensure no passengers if social distancing would be breached. Where appropriate, consider disposable seat, steering wheel, gear lever and handbrake covers. | **** |
| **Restaurants and cafes** | Customer restaurants and cafes currently unable to provide for ‘on premises’ consumption. Hot and cold food can be supplied but must be consumed off the premises. Social distancing and good hygiene practices are necessary. | **** |

