

# COVID-19 Toy Retail Stores Operations Guidance



Record of Amendments			
Version	Date	Amendment	Section/page affected
1	27 <sup>th</sup> May 2020	First Published	
2	17 <sup>th</sup> June 2020	Update in line with Government guidance issued on 14 <sup>th</sup> June 2020	Highlighted in <b>green</b>
3	24 <sup>th</sup> June 2020	Update to include revised Government advice on social distancing	Highlighted in <b>pink</b>
4	30 <sup>th</sup> July 2020	Update to include revised Government advice from 24 <sup>th</sup> June – 30 <sup>th</sup> July 2020	Highlighted in <b>blue</b>

**LEGAL NOTICE**

This document contains guidance only.

It is intended to explain obligations and how to fulfil them. However, readers are reminded that the text of the original regulation, directive, guidance or standard is the only authentic legal reference and that the information in this document does not constitute legal advice.

The British Toy and Hobby Association does not accept any liability with regard to the contents of this document.

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## Introduction

The following guide is intended to help members take suitable precautions to protect their staff, visitors and customers when working during the COVID-19 outbreak. It is aimed primarily at retail store operations that will be opening after the initial lockdown from June 2020. It is important that companies take steps to protect and reassure staff and customers and that individuals are happy they are taking a level of risk they are comfortable with. It is likely that many individuals will be worried about coming out of lockdown and taking more risks, in particular those who have not caught the virus so far.

Government advice (first published on 11<sup>th</sup> May 2020) is available here:

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

This advice is not intended to be comprehensive and cannot represent every businesses situation. However, it is intended to provide illustrative examples to help companies set up suitable systems. All advice must be matched to individual premises and processes.

No specific recommendations on how to clean and sanitise items or what cleaning materials to use have been given as this will vary with the equipment. Decisions based on government guidance should be made.

The Health & Safety Executive (HSE) or your Local Authority can identify employers that are not taking sufficient action and can issue specific advice as well as enforcement notices to help secure improvements. Employers are expected to respond to such actions rapidly.

Readers may also consider the BTHA COVID-19 guide on [Offices](#) and separate guide on [Warehouse operations](#) (BTHA member-only guides).

## General Data Protection Regulation (GDPR)

When gathering additional information about staff or about customers including that relating to health and vulnerability, companies must ensure that they do not contravene GDPR rules. Details must only be used for the intended purpose and be disposed of/deleted as appropriate immediately after use.

After 30<sup>th</sup> July it is unlikely that this guide will continue to be updated and we would advise checking the latest Government advice in addition to this guide which is summarised on the BTHA COVID-19 Business page: <https://www.btha.co.uk/covid-19-business-advice-and-support-for-btha-members/#13July>

To see the UK Government's COVID-19 recovery strategy see here: <https://www.gov.uk/government/publications/our-plan-to-rebuild-the-uk-governments-covid-19-recovery-strategy/the-next-chapter-in-our-plan-to-rebuild-the-uk-governments-covid-19-recovery-strategy--2>

## 1. RISK ASSESSMENTS

The start of any revision to procedures must be a thorough and documented risk assessment. The format is not really important as long as all the relevant issues have been identified. If you have fewer than 5 employees, then the risk assessment does not need to be written down. Existing Health & Safety procedures must be maintained. Where relevant, staff, the Health & Safety representative and, where applicable, union representatives should be consulted. Risk assessments must be conducted on the store, offices, storage locations and any other buildings that will be used. It is

possible that some processes or areas will have to be avoided as a result of the risk assessment. It is advisable that anyone conducting the risk assessment has read available government guidelines at the time of conducting the assessment. With retail environments the safety of customers needs to be added to the steps taken to protect staff and visitors. All points of interaction between staff and customers must be identified and managed effectively.

The risk assessment should identify:

- Where government social distancing advice is at risk during all processes
- All items that are touched and used by staff and by more than one person
- All staff interactions internally and externally and with customers
- Personnel who may be higher risk
- Steps to ensure customer safety in the store
- Safe customer and staff interactions

The outcome of the risk assessment should identify all risk mitigation steps to manage the identified issues above.

These would include (but are not limited to):

Steps to be taken in relation to Staff Health & Management	Section 2
Controls and steps taken in relation to handwashing	Section 3
The location, type and style of messaging and signage	Section 4
Controls for arrival/leaving site – Staff and customers	Section 5
Controls relating to visitors and deliveries	Section 6
Controls/protocols for social distancing in retail stores – staff areas/customer areas	Section 7
Cleaning protocols and changes	Section 8
Protective clothing, equipment provision	Section 9
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Local lockdowns may mean a rapid and complete change in plans for companies and procedures to react appropriately to these must be put in place. Companies will need to follow all instructions from authorities if a local lockdown was to occur.

If more than one case of COVID-19 is associated with your company you should contact your local Public Health England (PHE) health protection team to report the suspected outbreak. If an outbreak is declared you will be asked for employment records and to assist with identifying contacts.

Results of the risk assessment should be shared with your workforce. If possible, it should be shared on your website and this is expected with all companies with more than 50 workers. To demonstrate to workers and visitors that you have considered all the hazards a notification should be displayed in the workplace and on websites – a copy of the recommended notification can be found here:

<https://assets.publishing.service.gov.uk/media/5eb97d30d3bf7f5d364bfbb6/staying-covid-19-secure-accessible.pdf>

Government guidance on social distancing in the workplace for retail can be found here:

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

The UK Government have recently changed their advice relating to safe distancing. The reductions from 2m to 1m or 1m+ can give some flexibility for certain parts of a building or for certain processes. It may also mean some more staff could return to work in certain areas. However, the BTHA would advise that any change in safe distances must be fully considered and included in an updated risk assessment. Ideally any change should only be used to allow activities that were impossible previously at 2m. Where applied to a working environment whether the area is side by side or face to face working must also be considered and the additional use of screens or face masks may be prudent. It should also be noted that larger social distancing can lead to visitors, staff and where appropriate customers feeling safer and more comfortable with the working environment. This should also be taken into account where reducing distances to the new levels.

The following sections give some guidance on the possible steps to take and consider.

## 2. STAFF HEALTH & MANAGEMENT

Employers must be mindful of the particular needs of different groups of workers and must note that discriminating directly or indirectly against anyone because of a protected characteristic such as age, sex, disability, race or ethnicity is against the law. Employers have additional responsibilities towards disabled workers and new or expectant mothers.

Every reasonable effort should be made to enable working from home as a first option. Where this is not possible every reasonable effort must be made to ensure a safe working environment which complies with social distancing guidelines set out by the Government. Roles that must be on site include those critical for business and operational continuity, safe facility management, or regulatory requirements and those roles that cannot be performed from home. It is possible that some roles might be performed from home but are unable to do so due to home circumstances or availability of suitable safe equipment.

For staff that can work from home employers should ensure by keeping in regular touch with them that their wellbeing including mental and physical health and personal security is not adversely affected and that suitable equipment to perform their tasks has been provided.

Employers need to remind staff and contractors to tell them if they have any specific medical needs/requirements and adjust their working conditions accordingly. Risks to young persons, older persons, disabled persons and pregnant women should be considered, along with those with self-declared health conditions which could raise their risk profile. It may be that those staff who are at a higher risk should be recommended to continue to work from home. It is possible that certain staff who may not be high risk would still prefer to work from home and this should be respected where that is possible, and you should identify where it was not possible and the steps you took to reassure and assess the worker conditions were safe to return. Full consultation with each member of staff is suggested. It may be the case that while individuals are not vulnerable, they may live with those that are and this should be carefully investigated and respected.

Clinically extremely vulnerable people will have received a letter telling them they are in this group or will have been told by their GP. They are strongly advised to not work outside of their home. Guidance on who is in this group can be found here:

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

Clinically vulnerable people include those aged 70 or over and those with some underlying health conditions. This group need to take extra care in social distancing and should be helped to work from home in their current or an alternative role. If this is not possible, they should be offered the safest available on-site roles. All members of this group are listed in the 'clinically vulnerable' section here: <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>

Self-isolating dates would have been given to both groups and these may be after store opening dates. Due to social distancing requirements it is likely that fewer staff will be able to return to a store, so working out staff levels may be helped by identifying those who should not return and those who may not want to return.

All staff must be informed of the basic precautions including good handwashing technique and frequency, to avoid touching your face and to cough into a tissue which is then binned safely or into their arm.

Any employee that becomes unwell with a new continuous cough, fever or loss of, or change in, sense of smell or taste (anosmia) should either be sent home or should not attend work. If they do have to use public transport, they should try to keep away from other people and catch coughs and sneezes in a tissue. If an employee experiences symptoms they should visit NHS 111 online or phone 111 if there is no internet access. Only in an emergency call 999. Check the latest guidance on applying for a test.

Government stay at home guidance can be found here:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

Any member of staff that has helped someone who was taken unwell should wash their hands thoroughly for 20 seconds immediately afterwards. They do not need to go home unless they develop symptoms themselves.

NHS guidelines on washing your hands can be found here: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

Employees should not work if they show any signs of symptoms. Employees should be made aware of this and companies should endeavour to ensure that attending work while ill due to financial concerns should be mitigated using appropriate company and/or government support.

Companies should also:

- Ensure that staff contact numbers and emergency contact numbers are up to date
- Ensure that managers know how to spot symptoms of COVID-19 and are clear on what action to take e.g. sickness reporting and sick pay, and the procedures to follow if someone in the workplace is potentially infected
- Pass on details of the Governments trace and test service

## Management Changes

A number of changes will be required to limit social contact. Examples include:

- The fewer people that come into contact with each other the better. Agree a maximum number of employees that can come to the store at any one time
- Introduce split shifts where possible to reduce the number of people on site at any one time
- Reduce movement of staff between teams to limit social interaction

- Review timings of shifts/opening times and reschedule to avoid peak times on public transport
- Reduce timings of the activity where social distancing is not easy but must continue.
- Due to the increased risk of transmission of the condition avoidance of people having to raise their voices is desirable and avoiding conversations where normal volumes are not suitable
- Allow more handover time or a bigger gap between shifts to allow staff to stay separate
- To allow for the precautions to be effectively applied a reduction in expected productivity will be necessary
- Gatherings of up to 30 people can be organised indoors or outdoors providing reasonable steps are taken to avoid transmission
- Continue with virtual meetings even if staff are all at the office where possible
- Reduce hardcopies of documents that are passed around where possible
- Support for staff mental health should be considered for those returning and those still at home
- Identify hotspot areas e.g. kitchens, toilets, photocopier, locker rooms, store rooms and formulate ways to reduce social contact or install clear signage to remind staff of social distancing rules
- Emergences such as fire alarms may need differing procedures that compromise social distancing

All people are different and have different levels of concern and safety that are unique to them. Employers should ensure that all staff are comfortable with the precautions in place and those that are more cautious by nature should be helped and able to take further steps to ensure they feel safe and comfortable.

### 3. HANDWASHING

Regular handwashing has been identified as one of the key steps to prevent the transmission of COVID-19. Regular handwashing on arrival, departure, after handling packages, before lunch and after lunch and breaks, before and after toilet use must be specified. In particular details of how to wash and how long to wash (20 seconds) should be specified.

NHS guidelines on washing your hands can be found here: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

Companies should add additional pop-up handwashing stations/facilities if possible, in locations where they are likely to be needed. Soap, water and hand sanitiser to be provided and their use encouraged. Automatic electric hand sanitiser dispensers should be used where appropriate to minimise contact. The facilities provided should be checked regularly and re-filled when necessary. It is possible that staff should be provided with their own hand sanitisers that they can easily use.

In addition, the transmission of the disease can be caused by touching your face, eyes, nose, mouth or cuts and grazes. Staff should be made aware of the risks involved and the methods they can use to mitigate those risks. See: <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

Catch it, bin it, kill it should be emphasised for coughs and sneezes caught in tissues.

Consideration should be given to the use of disposable paper towels rather than reusable fabric towels for instance.

Having considered handwashing facilities and information for staff the same should be done for customers and the retail store area.

#### 4. POSTERS, SIGNAGE & INFORMATION

Employers should ensure staff, visitors and customers are aware and understand their obligations and the risks and are updated on actions being taken to reduce risk of exposure by regular briefings, posters and information posted at key points around the site as appropriate.

The use of posters and signage is of particular use as a reminder to staff and as information for visitors and customers.

Some companies have printed information on doorways and buildings which gives clear messages without the operator needing to explain. Others have printed messages on steps throughout the site as well as leaving notices and posters on doorways and entry locations to new areas. For customers you may also wish to consider adding information to websites to reassure customers you have a considered policy in place and to prepare them for in store procedures.

Public health England (PHE) recommends that employers should ensure that signs are visible in the workplace reminding employees not to attend work if they have a fever or a cough and to avoid touching their eyes, nose and mouth with unwashed hands. These should be placed at appropriate sites e.g. at all staff entrances.

PHE recommends:

- Social distancing in the workplace
- Signs advising employees not to attend work if they have a fever, cough or loss of smell
- Signs advising employees to avoid touching their eyes, nose and mouth with unwashed hands
- Provide employees, visitors and customers with hand sanitiser for frequent use and regular breaks to allow them to wash their hands with soap for 20 seconds

To demonstrate to workers and visitors that you have considered all the hazards a notification should be displayed in the workplace and on websites – a copy of the recommended notification can be found here: <https://assets.publishing.service.gov.uk/media/5eb97d30d3bf7f5d364bfbb6/staying-covid-19-secure-accessible.pdf>

Posters, leaflets and other materials are available at:

<https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/5016>

In addition, separate specific signage should be provided for customers to remind them of social distancing rules, handwashing and any specific procedures they may need to be aware of. Signage reminding customers not to touch products as they browse but to only touch product they intend to purchase should also be considered. Signage for handwashing and cleansing stations should also be added as well as where to get help or advice.

## 5. ARRIVAL/LEAVING SITE

### Staff

Depending on the size of store and number of personnel you might consider staggering arrival/leaving of staff to the site to reduce congestion at entrances. Use larger entrance doors if possible or multiple exit points, to give more space e.g. can you encourage use of side doors rather than all staff leaving at the same time from the same main entrance. One way flow should be used at entry and exit points and handwashing or sanitising points may need to be added.

It may be considered prudent to have health checks before staff start work including taking temperatures. However, this can be difficult and can add to the risks of spreading the condition. Consideration of this action should form part of your risk assessment. It may be better to ensure staff are aware of their own responsibilities and are reminded by posters, information or briefings prior to starting work to explain procedures or explain any changes made.

Consideration should be given to staff travel methods. Public transport is higher risk than individual cars and this may also help decide who comes into the store and who stays at home. **Face masks must be worn on public transport where used.**

Employees should be advised to wash their hands upon arrival at work, regularly throughout the day, and finally before they leave to go home.

**Additional parking may be required or provision for bike storage if appropriate.**

**Customers** - See Section 7

## 6. VISITORS & DELIVERIES

The following should be considered in relation to deliveries and trade visitors to the site.

### Visitors & Contractors

- Provide clear notices to ensure visitors understand the procedures in place
- Restrict non-essential visitors to the site
- Prevent access by more than one visitor at any one time or provide waiting areas
- Have clear signage by visitor entrances on the restrictions applied
- If there is a waiting room, ensure **appropriate social** distancing within the room
- Limit visitor times to manage access
- **Maintain a register where possible of all visitors and contractor visits**
- **Encourage hand washing on arrival on site**

### Deliveries (post, supplies and parcels)

- Ensure clear notices are provided to ensure delivery drivers understand the procedures in place
- Reduce deliveries where possible by buying in larger quantities
- Deliveries should not be handed directly to staff
- Locations to drop off deliveries should be allocated
- Staff should be advised on the best way to handle new deliveries and any required hand washing or quarantine time
- Disposable gloves may be a sensible precaution for handling delivered items as well as handwashing recommendations

### Deliveries (stock)

- Protocols for deliveries should be specified
- Procedures at delivery points must be specified
- Use single workers to load and unload vehicles or fixed teams if more than one person is required
- Delivery equipment such as hand trucks must be used by as few people as possible and be cleaned in between use by different people
- Deliveries that are made into the actual store may have to be limited or only allowed outside customer trading hours
- To reduce deliveries, consider buying/supplying stores with larger quantities at any one time
- Where possible drivers may need to stay in their vehicles
- Drivers' use of toilets and the office should be carefully controlled

### Reception area

- The use of clear screens or hatches should be considered along with suitable distancing of visitors from reception staff
- It may be prudent to avoid the use of returnable visitors' badges and use disposable stickers instead
- Do not share pens for signing in or get reception staff to sign people in and record their details

## 7. SOCIAL DISTANCING IN RETAIL STORES

For many environments, companies only need to protect their own staff. However, in retail stores interaction between staff and interaction between staff, customers and products on sale must be considered. This makes the process more complicated as customers behaviour often cannot be predicted or controlled effectively. As a result, the notes below are split by retail staff, customers and customer and staff interaction.

### Retail Staff – staff only areas and stores

It is important that safe distances are observed from other staff at all times. Government guidelines should be followed. Taping the floor to indicate the space required between individuals is an effective way of giving visual guidance, and routine checks to ensure the guidelines are being followed are recommended.

- Consider physical barriers where possible
- Implement a one-way system in aisles
- Use signage and posters to reinforce messages and controls
- Use tape and appropriate distance guides (on floors and to highlight working positions)
- Where possible doors should be left open (not applicable to fire doors)
- Reduce counter space/tills in any single area to increase spacing of staff
- Alter the alignment of workstations if possible so staff face away from each other to give back to back or at least side by side working
- Reduce sharing of equipment
- Supply individual equipment such as phones, tablets and pens
- Define actions during a fire alarm which may have to be less controlled
- Identify controls at printers/photocopiers
- Identify controls in higher traffic areas – toilets, kitchen, store room

- Provide screens or barriers where relevant
- Well ventilated areas are a lower risk and increased ventilation should be considered along with outside area use where applicable/possible
- In multi-tenant buildings companies may have to work with other companies and landlords to ensure consistency in common areas

To help reduce the transmission of the virus, it is recommended that non-essential doors are left open, to reduce the number of surfaces that are touched and therefore need to be cleaned. This does not apply to fire doors. In addition, unnecessary mixing of staff from different areas should be avoided.

The use of stairs is preferable to using lifts. If lifts are still in use strict spacing and numbers using the lift must be controlled and lift buttons would need regular cleaning. Bear in mind that some staff may have to use lifts due to health issues or disabilities.

Where social distancing guidelines cannot be followed in full companies should consider whether the activity/area of the building needs to continue or be used.

### Staff canteens and rest areas

In large retail facilities consider staggering break times to minimise the number of people in contact with each other. Chairs and tables should be spaced out within the canteen area to aid the 2 metre social distancing rule. Extra, larger areas may need to be released for food consumption.

Depending on the facilities it may be better to advise staff to bring in their own packed lunches and to specify that food and drinks are NOT shared. It may be advisable for staff to bring in their own cup/drinking bottle and cutlery which is taken home to be washed.

If employees use a kitchen, all surfaces that have been touched should be cleaned after each break or use. Hands should be washed at the start and end of the break.

Employers will need to limit the number of people using designated smoking areas to one at a time, review the number of designated smoking areas and increase if possible. Smoking outside where customers might now be queueing should be avoided.

### Staff toilets

Toilets are particularly challenging and careful protocols will need to be put in place to avoid contravening social distancing advice. This may include single use of communal toilets with clear “engaged” signage. In some cases, in large facilities, the installation of mobile single use toilets may be required.

As these areas are continually used supplies may need to be provided to wipe down contact areas by each user, followed by hand washing or use of hand sanitiser having exited the toilet facility. Automatic electric hand sanitiser dispensers to be used where appropriate to minimise contact. Additional cleaning must be arranged.

### Shower and locker rooms

Social distancing must be maintained where shower and locker rooms are used. Extra cleaning will need to be established and rules about the presence of personal items be set.

## Ventilation

Ventilation to the building should be optimised wherever possible by:

- Increasing the ventilation rate by adjusting fan speed
- Operating ventilation when people are in the building
- Managing any filters appropriately
- Keeping doors and windows open if possible
- Using ceiling fans or desk fans to improve circulation

## Customers - in store

It is important that safe distances are observed between staff and customers and between other customers at all times. Government guidelines should be followed. Taping the floor to indicate the space required between individuals is an effective way of giving visual guidance or using simple cues such as two trolley lengths where appropriate. It is important that all procedures allow for all types of customers including those that have mobility issues or similar disabilities. Routine checks to ensure the guidelines are being followed are recommended.

Where possible customers should be encouraged to shop alone unless they need specific assistance.

Any changes made must be suitable for all customers including those that are disabled.

## Store entry

Customer entry to stores must be considered and controlled carefully. One-way flow, entry and exit doors may have to be specified where possible. Using larger entrance doors if possible or multiple entry and exit points, to give more space may be sensible and, in some cases, reducing customer entry points to give control on numbers may have to be considered. Automatic or open doors should be considered if possible.

The addition of handwashing or sanitising points for customers at entry and exit may be sensible while taking care to ensure social distancing is observed. Automatic electric hand sanitiser dispensers should be used where appropriate to minimise contact.

A limited number of customers may be allowed in stores at any one time and this figure must be controlled. The number of customers that can reasonably follow appropriate social distancing taking into account narrow areas and pinch points should be determined. Work this out so the team in store know their maximum capacity. Entry may need to be controlled by a team member on or near the entry point (while keep safe distancing themselves) to help the flow of numbers and access into the store and to sanitising points.

For larger stores outside space can be marked out to provide safe socially distanced queueing and some customers may be able to remain in their cars until entry becomes available. Changes to parking layout may be required and more provision for bike storage provided if appropriate.

For smaller high street stores this aspect may be difficult to arrange. In both cases entry will need to be controlled by a member of staff, or where possible security, who must be able to safely complete this work while remaining socially distanced. It may be necessary to work with landlords or local authorities in case footpath use causes other social distancing issues outside the shop.

If space is limited outside the store other methods of queueing may need to be considered such as return time slots or use of texting phones to ask customers to return. Stores might want to offer incentives to return where customers are turned away and may wish to operate a click and collect service from store with pre-booked pick up times which may include time for instore browsing.

### Store environment

Once in the store how customers move around the store must be considered.

- Consider physical barriers where possible
- Implement a one-way system in aisles
- Use signage and posters to reinforce messages and controls
- Use tape and appropriate distance guides
- Customers should be reminded of their obligations to supervise their children
- Some customer assistance may not be possible such as help with heavy items
- Where possible doors should be left open (not applicable to fire doors)
- Well ventilated areas are a lower risk and increased ventilation should be considered where possible
- Customers should be asked to be patient and circulate behind others rather than push past
- Customers should be encouraged to reduce touching and handling of products prior to purchase either by signage or use of different display methods
- Clear signage informing customers of the restrictions and expected behaviour may help ensure safety

To help reduce the transmission of the virus, it is recommended that non-essential doors are left open, to reduce the number of surfaces that are touched and therefore need to be cleaned. This does not apply to fire doors. Risk assess areas where staff come into contact with customers more often, try to reduce those interactions where possible and where not possible give training to staff and consider additional signage for customers to aid social distancing behaviours.

The use of stairs is preferable to using lifts. If lifts are still in use strict spacing and numbers using the lift must be controlled and lift buttons would need regular cleaning. Bear in mind that some customers may have to use lifts due to health issues or disabilities.

Where social distancing guidelines cannot be followed in full companies should consider whether the activity needs to continue.

### Customer canteens and rest areas

It is likely that the operation of a “sit down” canteen may be difficult and it is recommended that this operation is suspended at the current time. It may be possible to offer takeaway drinks or snacks, but this needs careful assessment to ensure it can be safely achieved and customers can safely order, pay for and collect takeaway drinks and food.

Also see government guide on restaurants offering takeaway or delivery here:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

### Customer fitting rooms

Where social distancing is not possible fitting rooms may have to be closed. It is unlikely that toy stores will have fitting rooms. However, if they are used frequent cleaning is necessary and should

be set on a rota of staff activities (ensure staff have appropriate protective equipment or clothing) and procedures for returning items should be clearly signposted to staff and customers. Returns and tried items would be advisable to be kept away from stock for a minimum of 72 hours **or the latest Government guidelines**.

### Children play/demonstration areas

It would be wise to suspend use of play areas or toys that are left for customers' children to play with or similar demonstrations where toys are handled by customers.

### Product collection/return and refund

It is possible that customers will be collecting stock following "click and collect" purchases or due to new procedures in store to reduce contact with products. Where possible a separate area should be used which does not affect other shoppers. Staggered collection times may be prudent with **appropriately distanced** queueing.

For returns, a no contact procedure would be preferable for staff and customers including contactless refunds. Returned stock will need to be kept separate from main store stock for a minimum of 72 hours **or the latest Government guidelines**.

### Customer toilets

Toilets are particularly challenging and careful protocols will need to be put in place to avoid contravening social distancing advice. It may be sensible to close some facilities where safety cannot be confirmed or use them as staff toilets only where there is only one toilet in the store.

If they are still kept open extra cleaning protocols must be added and restrictions may include single use of communal toilets with clear "engaged" signage. As these areas are continually used supplies may need to be provided to wipe down contact areas by each user, followed by hand washing or use of hand sanitiser having exited the toilet facility. Automatic electric hand sanitiser dispensers should be used where appropriate to minimise contact.

### Customer and staff interaction

Staff and customers need to be protected from each other. Provide screens or barriers where relevant. For instance, at customer service desks and checkouts. Unfortunately, the current situation has shown that people's assessment of risk varies widely based on their personal experience. It is possible that some customers will ignore advice and potentially put staff and other customers at risk.

Deliberate endangerment of other people should be reported to the police if serious and procedures may have to be in place to ban repeat offenders. Staff should be given options and coping strategies that try to ensure their safety.

A reduction in product handling and handling receipts and paperwork would be preferable and where possible contactless payment should be used.

### Ventilation

**Ventilation to the building should be optimised wherever possible by:**

- **Increasing the ventilation rate by adjusting fan speed**
- **Operating ventilation when people are in the building**

- Managing any filters appropriately
- Keeping doors and windows open if possible
- Using ceiling fans or desk fans to improve circulation

## 8. CLEANING

### Staff areas

Ideally the number of surfaces that are regularly touched should be removed or reduced. However, this is not possible in many cases and as a result regular cleaning must be used. It is likely that cleaning staff will need to be permanently on site or that other staff will need to take responsibility for cleaning items they are about to use or have used. You may also need to consider cleaning at regular points throughout the day areas that will have been in customer contact.

All equipment including phones, barcode scanners, iPads and computers must be cleaned after or before use by a different person or restricted to single person use. Where possible, equipment should not be shared with other people, but where this is unavoidable, ensure that the items are thoroughly cleaned before handing over.

Each workstation should be provided with appropriate cleaning materials so that equipment can be routinely cleaned by users as well as cleaning staff.

It would be preferable to ensure that company vehicles are not shared. However, if this is unavoidable cleaning protocols should be in place. Examples of surfaces that should be wiped clean for a vehicle are as follows (ensure that the vehicle operating manual is referred to before applying cleaning products):

- Steering wheel
- Keys, if shared
- Control switches and levers
- Touch sensitive display screens
- Grab handles
- Seat belts
- Dashboard and shared chassis areas
- Floor mats
- Access covers e.g. battery change, fuel cap
- Other surfaces – unless there is a specific risk, special cleaning measures are not required for those surfaces which are not normally touched more frequently than every 72 hours

Any waste that is generated as a result of the cleaning process should be disposed of in contaminated waste and be double bagged.

### Store and customer areas

Ideally the number of surfaces that are regularly touched should be removed or reduced. However, this is not possible in many cases and as a result regular cleaning must be used. For instance, for self-checkouts, main checkouts, toilets and canteen areas (if open), cash machines, trolleys, coffee machines and handheld payment devices. It is likely that cleaning staff will need to be permanently on site or that other staff will need to take responsibility for cleaning items they are about to use or have used.

Cleaning stations and actions for equipment supplied to customers should be put in place e.g. for trolleys and baskets.

### **Cleaning procedures for cleaning staff**

Cleaning with normal cleaning materials will reduce the risk of passing the infection onto someone else. Antibacterial wipes can be an effective means to clean machinery – one per item. Cleaning times must be set for each area for instance “on change of shift”, “hourly”, “daily” etc. Each area or function may need different times, and these are likely to be far more regular than normal especially with multi-contact points.

Re-cleaning times should be specified for each area and be clearly communicated to cleaning staff.

Cleaning staff should be provided with suitable protective items such as disposable or washing up gloves and aprons and perhaps eyewear. Where disposable these should then be double bagged, stored securely for 72 hours and then thrown away with regular rubbish.

Using a disposable cloth, first clean hard surfaces with warm soapy water, then clean with disinfectant. Particular attention should be paid to frequently touched areas, such as bathrooms, handrails and door handles.

Cleaners should also wash hands regularly with soap and water for 20 seconds, and after removal of gloves, aprons and any other protection used during cleaning.

If there is visible contamination of an area with body fluids, then additional PPE to protect the cleaner’s eyes, nose and mouth may be necessary. Waste from possible cases and cleaning of areas where possible cases have been should be double bagged and tied. It should be put in a suitable place and marked for storage until the individual’s test results are known. If the individual tests positive and the waste has been stored for 72 hours at least, then it can be disposed of in normal waste. If it is not suitable to store for 72 hours, then arrange for collection as a Category B infectious waste either by your local waste collection authority if they currently collect your waste, or otherwise by a specialist clinical waste contractor, who will supply you with the appropriate clinical waste bags.

Extra help on clearing suspected COVID-19 contaminated areas can be found here:

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

## **9. PROTECTIVE CLOTHING/EQUIPMENT PROVISION**

Employers should provide appropriate protective equipment for staff. This needs to be appropriate and must not introduce further hazards or cleaning problems. For instance, gloves that are used poorly can prevent regular handwashing and become potentially more infected themselves. However, aprons or gloves may be appropriate in some cases. For any PPE specified advice must be given on the correct use, cleaning and/or disposal of the item.

At the time of writing there is little evidence of any widespread benefit of wearing masks, other than in clinical or care settings, where they play a vital role.

Public Health England (PHE) is currently not advising the use of masks in public places, supermarkets and similar settings. The concern is that in order to be effective, masks must be worn correctly, changed regularly, removed properly, disposed of safely, and these recommended behaviours reduce over time when wearing masks for prolonged periods.

However, it is possible that some staff may feel happier wearing a mask and should be allowed to do so if necessary, with advice on their safe use. Workplaces have been asked to not encourage the use of extra PPE outside clinical settings. However, the use of simple face coverings has been mentioned for use in enclosed spaces where social distancing is not possible, and the people present are not those you normally meet.

There is growing evidence that the use of a face covering in enclosed spaces helps protect individuals and those around them especially where social distancing is compromised. Face coverings are mandatory on public transport and in a number of indoor premises from 24<sup>th</sup> July 2020.

Companies should support workers who wish to wear non-PPE face coverings by telling them to wash their hands before putting the mask on and after removing it, to avoid touching their face or mask, to change the mask or wash the mask if touched.

Staff should be made aware that face coverings may have to be removed to identify staff if needed.

Government guidance on how to wear and make a cloth face covering can be found here: <https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering>

Extra disposal bins must be provided for PPE and single use face coverings.

For details of waste disposal see here: <https://www.gov.uk/guidance/coronavirus-covid-19-disposing-of-waste>

## 10. FIRST AID

First aiders should pay particular attention to sanitation measures after providing assistance.

First aiders must be aware of action to take specifically in the case of a suspected COVID-19 victim. For further advice from St John Ambulance see: <https://www.sja.org.uk/get-advice/first-aid-advice/covid-19-advice-for-first-aiders/>

If first aid cover is reduced because of COVID-19:

- Review your first aid needs and decide if you can still provide the cover needed for the workers and customers that are present and for the activities that they are doing
- If there are fewer people coming into your workplace, it may be that you are still safe to operate with a reduced number of first aiders. You could also review the activities people are doing and limit the higher risk activities
- Share first aiders with another business, but check first that they have the knowledge, experience and availability to cover the first aid needs of your business

Shared first aiders must:

- Be aware of the types of injuries that you identified in your first aid needs assessment, and ensure that they have the training and the skills to cover these
- Be familiar with your workplace, its environment and first aid facilities
- Be local, so can get to you in good time if needed
- Not adversely affect their own first aid cover

First Aid certificate expiry:

- If your first aid certificate expired on or after 16<sup>th</sup> March 2020 and you cannot access requalification training due to coronavirus, you may be able to apply for a 3 month extension
- This is applicable to First Aid at Work (FAW) and Emergency First Aid at Work (EFAW)
- To qualify, you must be able to explain why you have not been able to renew your certificate and what steps you have taken to access the training

## 11. DELIVERIES TO CUSTOMERS AND CONSUMERS

Drivers delivering stock to retail or consumer customers should also be briefed on the following points:

- Likely requirements from retail stores and how to react
- Advice on use of retail facilities (e.g. toilets)
- Hand washing frequency, methods and when to wash (see Section 3)
- Vehicle cleaning procedure after driving and/or before driving a vehicle (see Section 8)
- Vehicle sharing rules - this may have to be stopped unless the drivers are from the same household, which may mean that some items cannot be delivered where two drivers are required
- Specific advice when drivers deliver to consumers' premises including social distancing, removal of need for customers to sign for deliveries and where to safely leave deliveries
- Extra advice for consumers that are more vulnerable and might be shielding
- Productivity adjustments to allow drivers more time to deliver and comply with the extra requirements

It may also be prudent to add signage to vehicles to remind drivers and to inform anyone who approaches the vehicle.

Drivers should be provided with a way to clean their hands when they do not have access to handwashing facilities, for instance hand sanitisers. Appropriate PPE for drivers should be considered and advice given on the correct use, cleaning and/or disposal of the item.

## 12. EMERGENCY PROCEDURES

In certain circumstances 2m distancing will not be possible for instance in the provision of first aid, fires or break-ins. In these cases it may be unsafe to remain 2m apart and separate guidelines should be issued.

Security implications of any changes made must also be considered, opening more entrances for instance may compromise site security.

Where physical searches are made additional procedures should be put in place.

## 13. MONITORING

Employers must ensure that the procedures put in place function correctly and protect staff adequately. Senior managers should seek feedback from staff and, where safe, observe activities to ensure they are working. Outcomes from monitoring should feed back into reviews and updates to

procedures or lead to immediate changes. Use of a suggestion box may help. However, there may be issues in safely handling the suggestions sent. It may be better to have an electronic version people can send suggestions to.

#### **14. REVIEWING PROCEDURES**

Employers must review the working practices at regular intervals. All procedures should be reviewed in line with the very latest advice. New government advice must be checked, and any changes applied to the existing procedures. Any reviews must be clearly communicated through briefings and signage/information.