



<u>Retail checklist for shops, branches, and shopping centres</u>	
Must adhere to levels operating in local authority area.	<input type="checkbox"/>
Must complete and implement full risk assessment in consultation with employees.	<input type="checkbox"/>
The Scottish Government have produced a useful checklist, that can be adapted for England. Read this checklist alongside: Coronavirus (COVID-19): retail sector guidance - gov.scot (www.gov.scot)	<input type="checkbox"/>
Ventilation	
Maximise the amount of fresh air coming into the premises by following guidance on ventilation .	<input type="checkbox"/>
Understand where you may have poorly ventilated spaces or areas and increase the ventilation rate as much as reasonably possible; this may require changes to CO2 set points (for both mechanical ventilation and automated windows). Measurements of elevated CO ₂ levels in indoor air are an effective method of identifying poor ventilation in multi-occupant spaces.	<input type="checkbox"/>
Avoid recirculation/transfer of air from one room to another unless this is the only way of providing a sufficient airflow to all occupied rooms. Clear instructions to building users is required on how ventilation systems should be used.	<input type="checkbox"/>
Signage and markings	
Use tape or paint for physical distancing on the floor to help people comply with 2 metres physical distancing requirements, bearing in mind that some people may find these measures more difficult to adhere to than others e.g., those with sight loss, autism, learning disabilities, dementia, or other communication or mobility needs.	<input type="checkbox"/>
Use signage, tannoy announcements and any other relevant communication tools to convey key health and safety messages e.g., the importance of good ventilation hand and respiratory hygiene, maintaining physical distancing and the requirement for face coverings. Ensure that there are no unintended impacts on people with disabilities or caring responsibilities. Messages should be clear and easy to understand.	<input type="checkbox"/>
Consider using physical distance floor markings for other common areas such as toilets, showers, locker rooms, smoking shelters and changing rooms and in any other areas where queues may typically form. Also consider staggering use to keep numbers to a minimum.	<input type="checkbox"/>

Physical distancing: store capacity	
Limit the number of customers in store at one time so that 2m physical distancing can be maintained. Controls on entry and exit points where people may come in close contact may be effective.	<input type="checkbox"/>
Decide upon the number of customers that can reasonably follow 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"/>
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"/>
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"/>
Stagger arrival and departure times of staff to reduce crowding into and out of the workplace if this is an issue.	<input type="checkbox"/>
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"/>
Review layouts to let employees work further apart from each other where possible e.g., in store and in stock rooms.	<input type="checkbox"/>
2-metre physical distancing should be applied to all areas, including staff canteens, entrances and exits, break rooms, and smoking areas.	<input type="checkbox"/>
Enforce staggered collection times or appointments for customers collecting items with a queuing system in place to ensure physical distancing.	<input type="checkbox"/>
Identify high risk areas such as pinch points e.g., entrances or stairs where close physical contact is likely and/or obstructions could result in close physical contact. Take measures to reduce risk, including using drop-off points or transfer zones. This could include implementing procedures in stock rooms to reduce contact and minimise joint working where appropriate.	<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"/>
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"/>
Use outside premises for queuing where available, such as car parks where this can be done without increasing the risks from moving vehicles etc.	<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 and should stop, i.e., make-up counters, other beauty treatments. Where physical contact is necessary, such as shoe fitting, 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"/>
Put in place pick-up and drop-off collection points where possible.	<input type="checkbox"/>
Make arrangements to ensure delivery drivers do not enter property unless necessary, for example put signage to wait at the entry to the door. See deliveries guidance in Coronavirus (COVID-19): general guidance for safer workplaces - gov.scot (www.gov.scot)	<input type="checkbox"/>
Hygiene	
Customers should be encouraged to use contactless or cashless payment where possible.	<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"/>
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"/>



Encourage customers and staff to wash their hands by providing hand sanitation facilities at entry and exit points and in any common areas. Alcohol-based hand rub (containing 60-80% alcohol) should be used regularly where hand washing cannot occur.	<input type="checkbox"/>
Cleaning Cleaning, hygiene, and handwashing to make your workplace COVID-secure (hse.gov.uk)	
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. Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants.	<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"/>
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"/>
Set clear use (such as capacity restrictions) and cleaning guidance for toilets to ensure they are kept clean.	<input type="checkbox"/>
Consider whether you can provide additional waste facilities and more frequent rubbish collection. Ensure waste is disposed of in a safe manner.	<input type="checkbox"/>
Face coverings	
Face coverings are mandatory in retail settings for staff and customers. Exemptions do apply and how it applies to a retail setting can be found within the face covering section of our retail guidance.	<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"/>
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 alcohol-based hand rub (containing 60-80% alcohol) where hand washing cannot occur.	<input type="checkbox"/>



Returns	
When considering trying on garments, or returns, shops should refer to the Safer Workplace guidance on inbound and outbound goods .	<input type="checkbox"/>
Garments that have been tried on but not purchased and/ or items that have been bought and returned should be kept separate from displayed merchandise / stock to reduce the likelihood of transmission through touch. Shops should consider sanitising them before returning them to public display, or only returning them to public display after 72 hours - by which point the amount of infectious material on any contaminated surfaces is likely to have decreased significantly.	<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"/>
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"/>
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"/>
Staff safety: additional measures	
Follow working from home guidance and use remote working tools to avoid in-person meetings.	<input type="checkbox"/>
Stagger start/leave times, break times and make use of outdoor space for breaks where possible. Ensure staff are aware they need to adhere to 2m distancing and other public health measures while on breaks.	<input type="checkbox"/>
Ensure staff are aware of advice on safe travel , including on car sharing which should be avoided if possible. Information on deliveries can be found within the Safer Workplace guidance .	<input type="checkbox"/>
Use a consistent pairing or grouping system where employees work on shifts together. Do not swap member between groups without at least 10-day break to match incubation time of the virus.	<input type="checkbox"/>
An individual risk assessment guidance and tool has been developed to help staff and managers consider the specific risk of COVID-19 relevant to staff members in the workplace	<input type="checkbox"/>



Are all your staff aware of the symptoms of COVID-19?	<input type="checkbox"/>
Are all your staff aware of the procedures to be followed in the event they or another member of staff become symptomatic in the workplace or away from the workplace and do you have a company procedure in place?	<input type="checkbox"/>
Are your managers aware of how to contact your Local Health Protection Team ?	<input type="checkbox"/>