

# COVID-19 Controls – RETAIL

Business Name:

Guidance on the areas to consider in relation to your workplace and space for you to list the actions you will put in place to keep your customers and workers safe.

<u>GUIDANCE ON REQUIREMENTS</u>	<u>CONTROL MEASURE(S) TO BE IMPLEMENTED</u>
Wellbeing of staff and customers	
Anyone (staff and customers) who is symptomatic shall be excluded from the premises.	
Staff training on requirements.	
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	
Physical distancing: store capacity	
Establish the safe capacity of the premises.	
Limit the number of customers in store at one time.	
Limit the numbers in lifts	
Reduce contact between customer groups.	
Physical distancing: staff and customer	
Control distancing at staff welfare facilities.	
Control distancing at workstations.	
Provide separate entrances.	
Limit contact between staff and delivery workers. Deliveries should be scheduled to avoid peak customer periods.	

Physical distancing: queue management	
Provide a safe environment for queuing	
Enable distancing while queuing	
Physical distancing: signage and markings	
Display conditions of entry (website, social media, signage on premises). <b>NB:</b> Messages should be clear and easy to understand.	
Provide visual aids to remind customers of distancing requirements	
Physical distancing measures for other common areas such as toilets, showers, lockers and changing rooms.	
Physical distancing: adapting services	
Implement a pre-order and collection service with set collection time windows.	
Minimise handling of cash.	
Hygiene and cleaning	
Adopt good hand hygiene practices	
Ensure sanitary facilities are well stocked with hand soap and paper towels.	
Control the surfaces touched by customers.	
Control the open products touched by customers.	
Discontinue food samples.	
Protection of staff while cleaning.	

Staff safety: additional measures	
Minimise unnecessary face-to-face contact.	
Co-operate with other employers in relation to communal areas, etc.	
Minimise contact between groups of staff members.	
Record keeping	
Facilitate contact tracing.	