

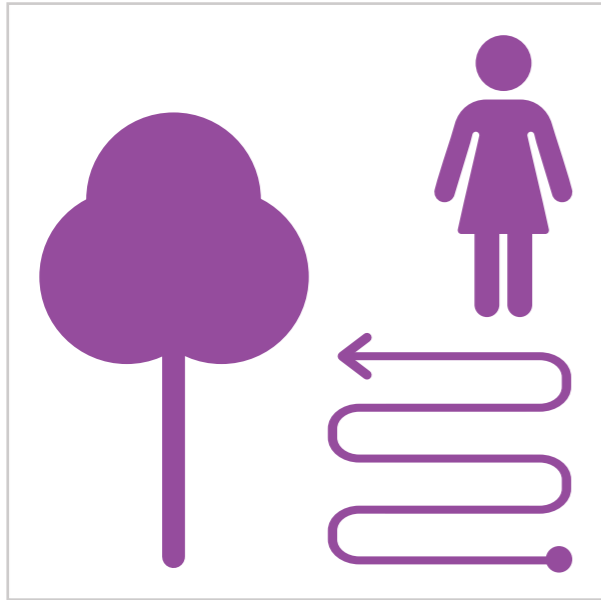
Social distancing in your business

**Practical steps to ensure that you
keep yourself, your employees
and your customers safe**

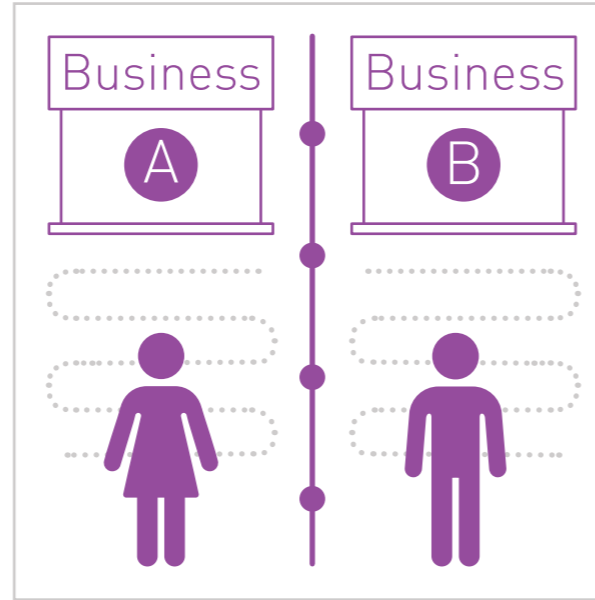


Step 1

Outside the Premises



Use outdoor spaces for queuing and have defined queuing routes



Agree with neighbouring businesses the direction of your queues to avoid confusion



Remind customers who are accompanied by children that they are responsible for ensuring that their children are following social distancing and keeping 2m away from other people

Step 2

To Access the Premises



Define the number of customers that can reasonably follow social distancing on the premises including any outdoor areas. Take into account available floorspace as well as likely pinch points and busy areas

Step 3.1

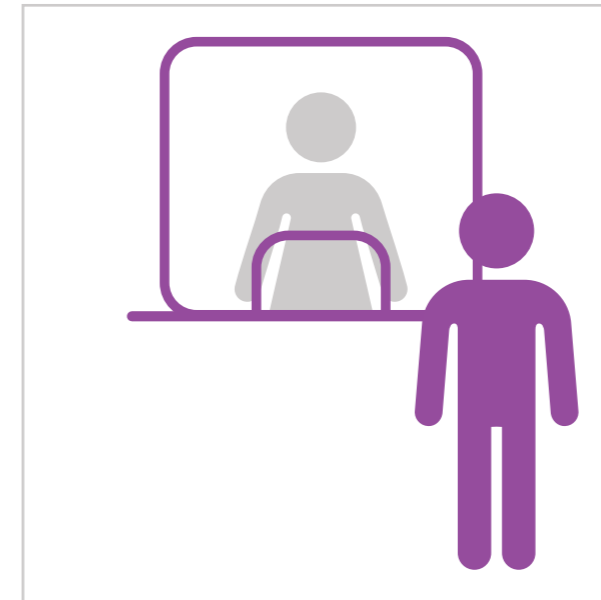
Inside the Premises – Minimising Contact



Minimise contact around transactions: promote contactless payments, rather than handling money



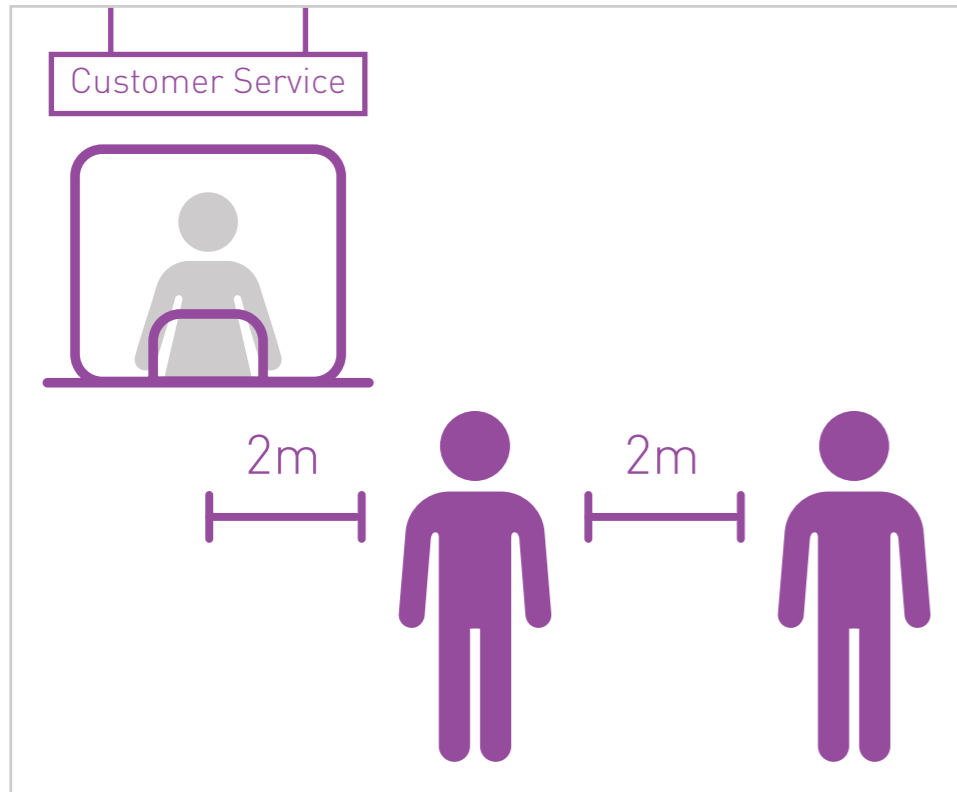
Provide handwashing facilities or hand sanitiser at both entry and exit points



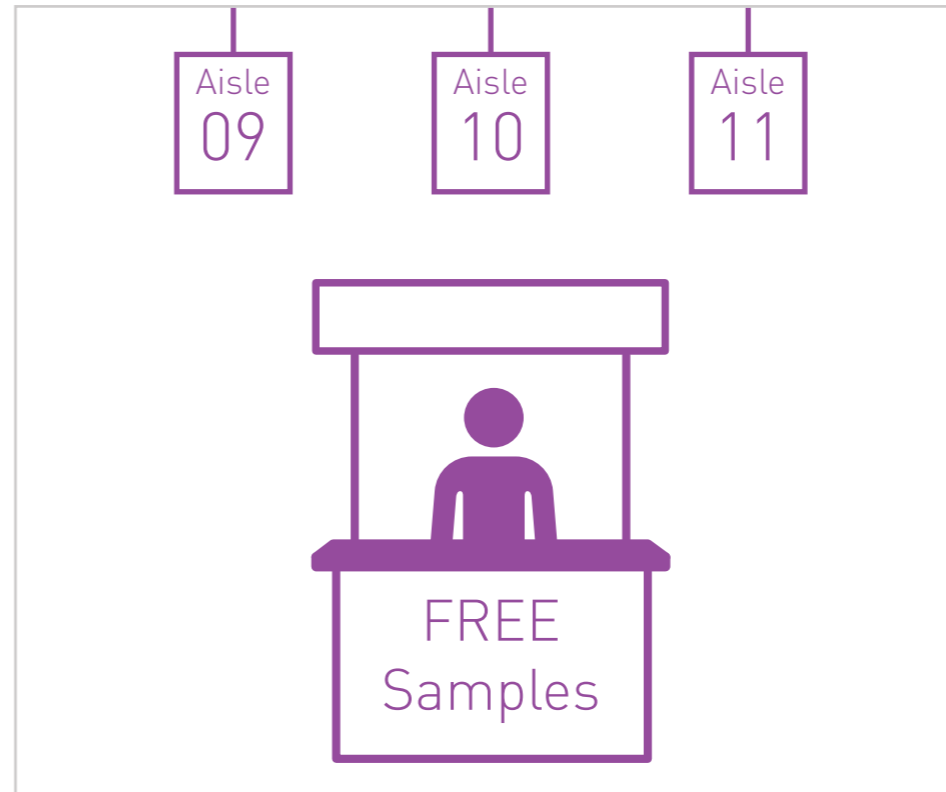
Use clear Perspex screens to create a physical barrier between staff and customers

Step 3.1

Inside the Premises – Minimising Contact



Have clearly designated positions for staff to provide advice or assistance to customers, while maintaining a 2m distance

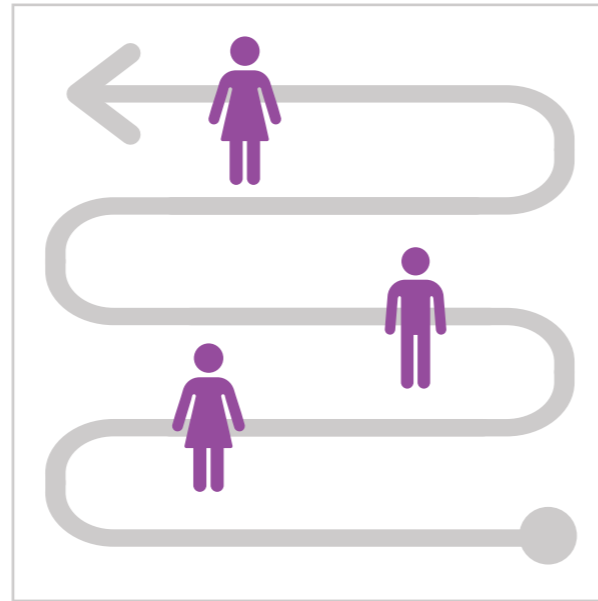
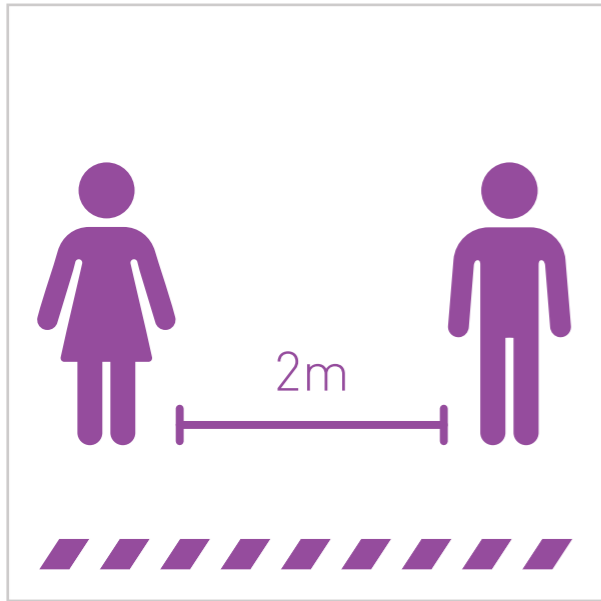


Rethink or remove demonstrations and promotions to minimise direct contact and avoid queues building up

Step 3.2

Inside the Premises – Keeping Your Customers Safe

To reduce congestion and contact between customers consider implementing the following:



- Queue management systems
- One-way systems through the premises
- Using floor tape/paint to mark areas to help people keep to a 2m distance*

* Ensure this meets health and safety regulations

Step 3.2

Inside the Premises – Keeping Your Customers Safe



Limit the number of customers on the premises and in any busy areas such as doorways



Encourage customers to:

- Bring their own bag
- Shop alone where possible, unless they need specific assistance

Step 3.3

Inside The Premises – Keeping Your Staff Safe



Advise your employees to wash their hands with soap and water:

- 🕒 For 20 seconds, and
- 🔄 As regularly as possible

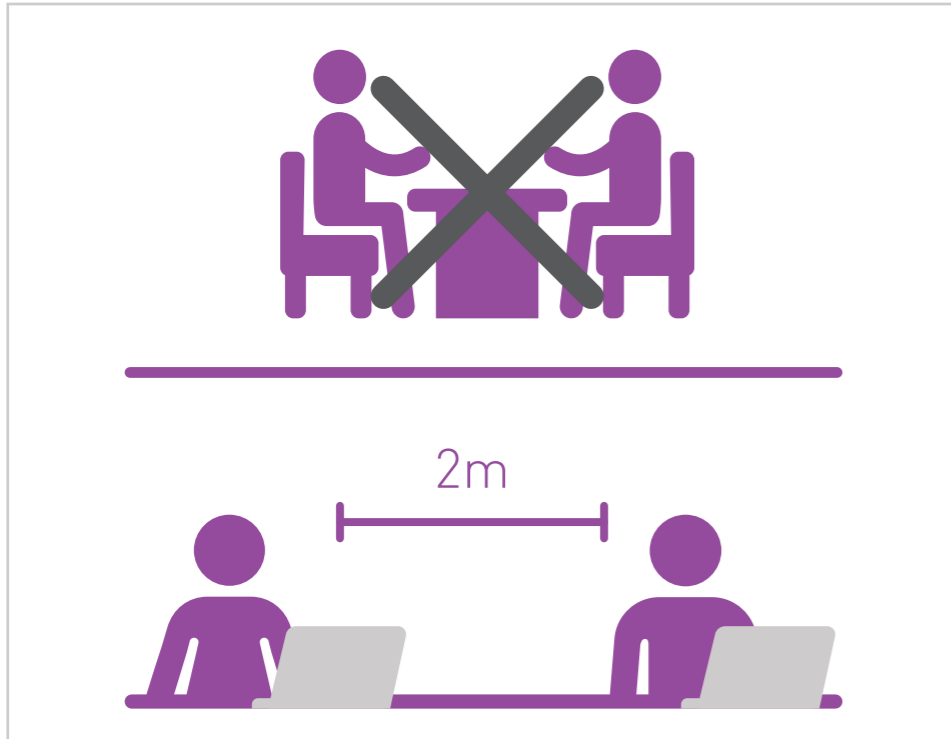


Inform your employees to only come into work if:

- 🌡️ They are well and not showing symptoms, and
- 🏠 No one in their household is self-isolating

Step 3.3

Inside The Premises – Keeping Your Staff Safe



Avoid staff working face-to-face.

Instead:

- Have staff working side-by-side
- Have staff facing away from each other
- Ensure that staff keep 2m away from others



If your employees must work in close proximity, consider using a consistent pairing system

Step 3.3

Inside The Premises – Keeping Your Staff Safe



Arrival Time



Arrival Times



Lunch Time



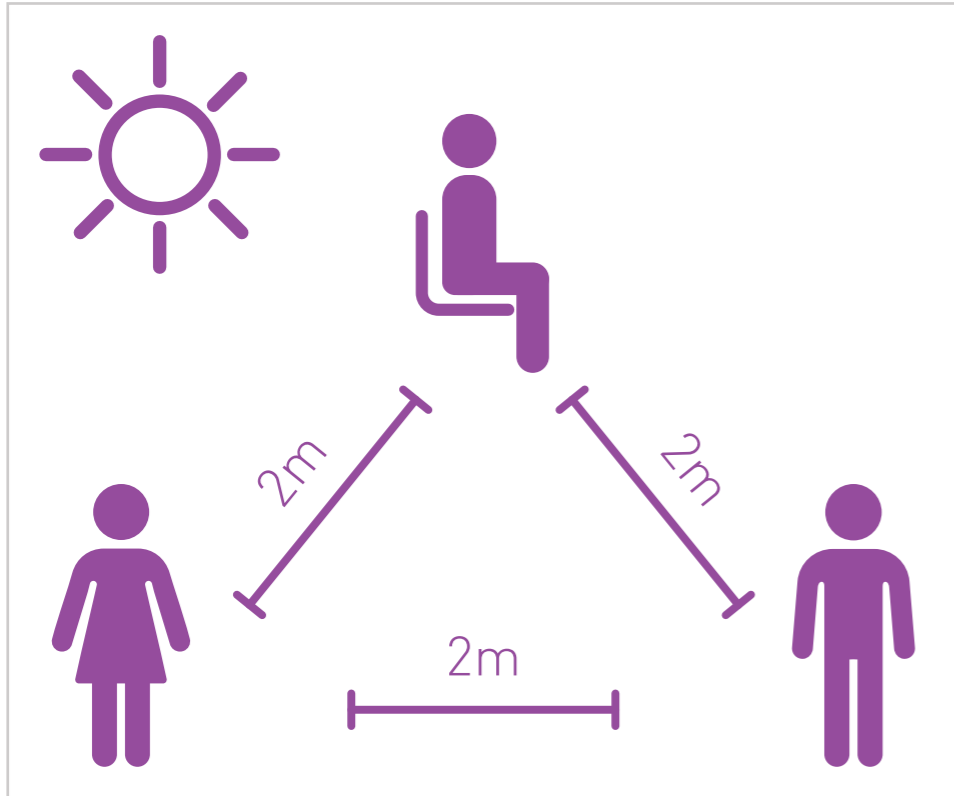
Lunch Times

Have staggered arrival and departure times to reduce crowding into and out of the workplace

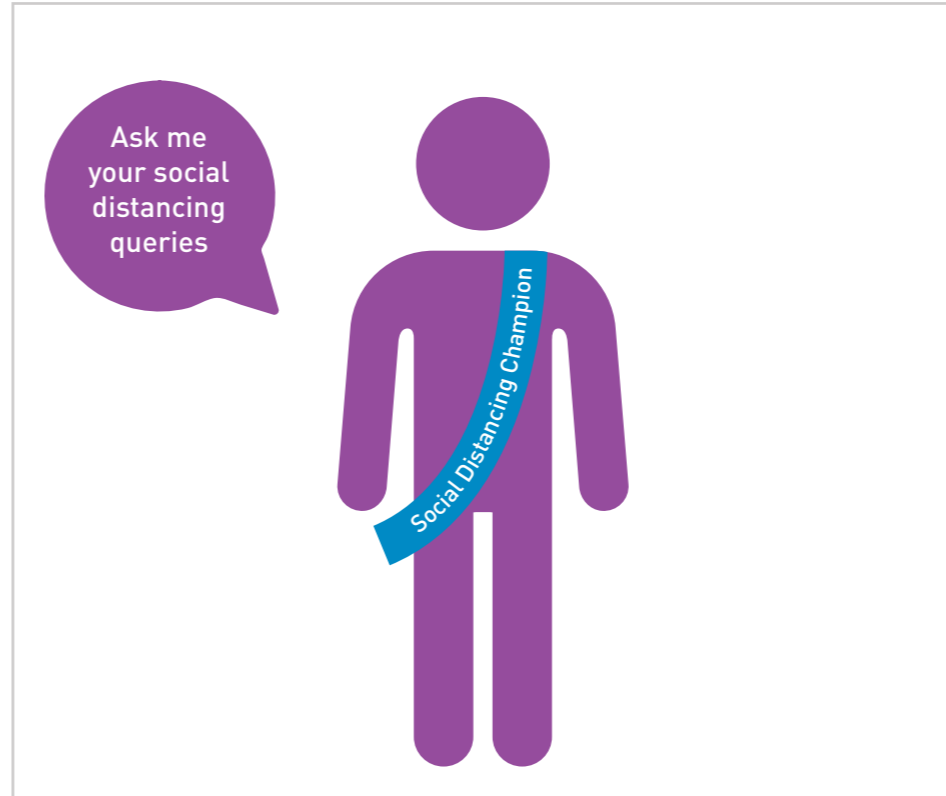
Have staggered breaks, so that your employees can respect social distancing and keep 2m apart during breaks

Step 3.3

Inside The Premises – Keeping Your Staff Safe



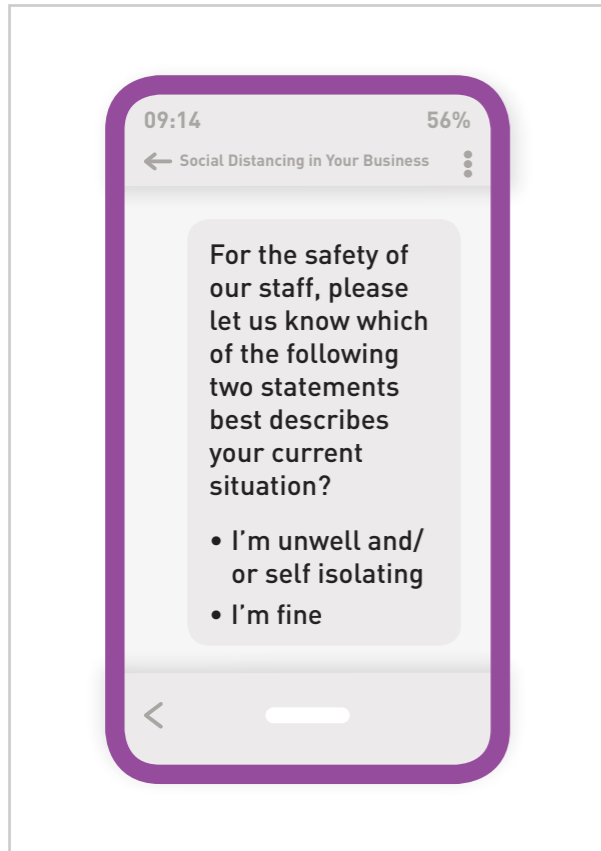
Suggest outdoor breaks and meetings to your staff, so that they can interact safely while keeping 2m apart



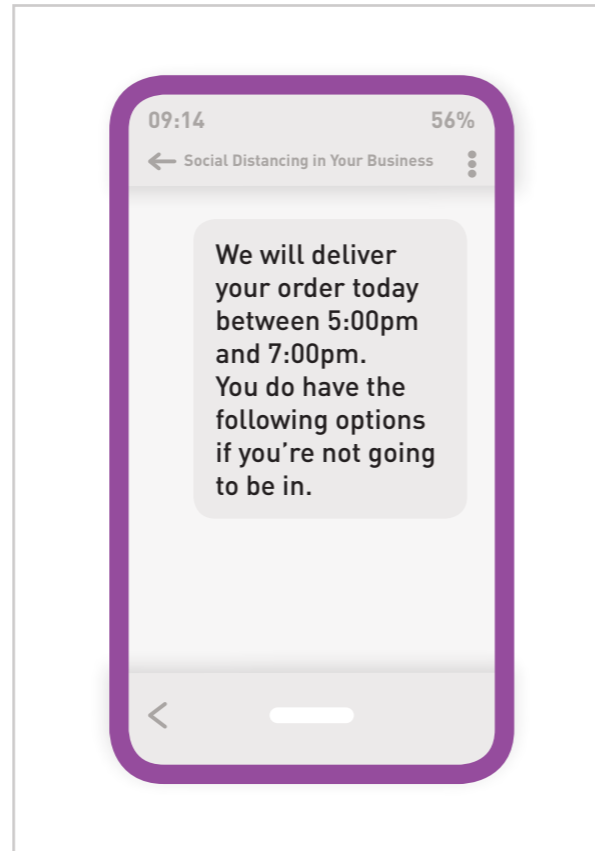
Nominate social distancing champions to demonstrate social distancing guidelines to other staff and customers, in a friendly manner

Step 4.1

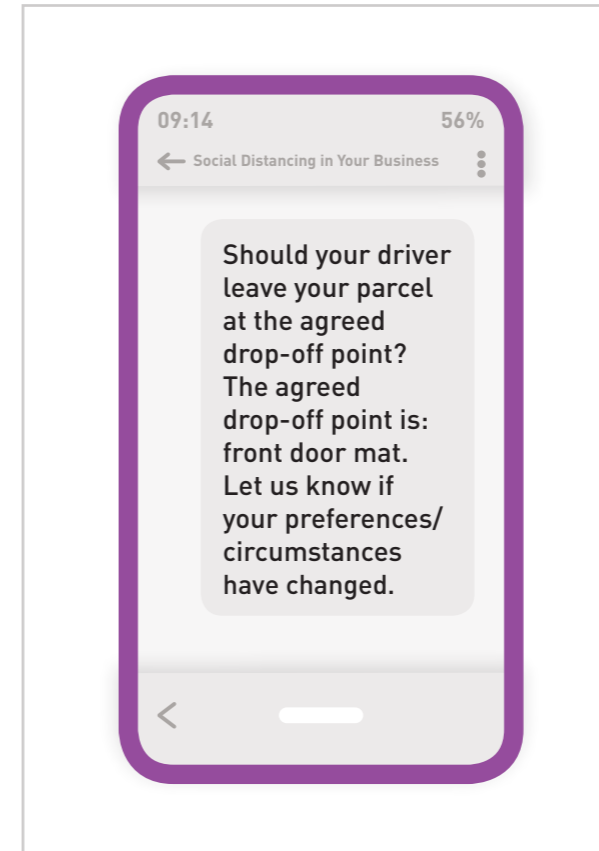
How to Manage Deliveries



Introduce a way for customers to notify you that they are either unwell or in self-isolation ahead of your delivery



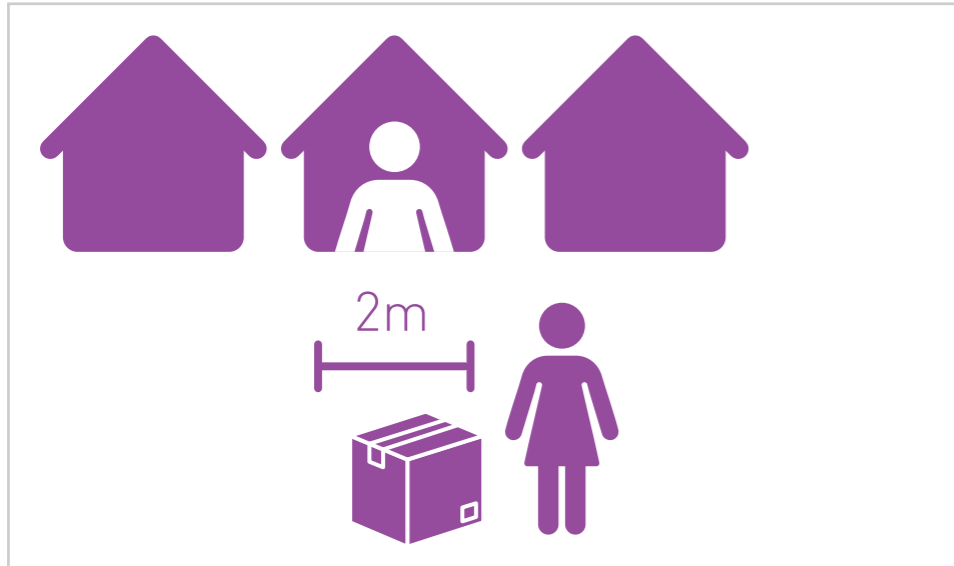
Minimise the risk of customers not answering the door by setting an approximate delivery time







Where possible, a secure place to leave the delivery should be agreed with your customers in advance

Step 4.1

How to Manage Deliveries





Your drivers should:

-  Set goods down at previously agreed drop-off point or just outside front door
-  Ring doorbell
-  Keep away and maintain at least a 2m distance from the door
-  Ensure delivery is complete

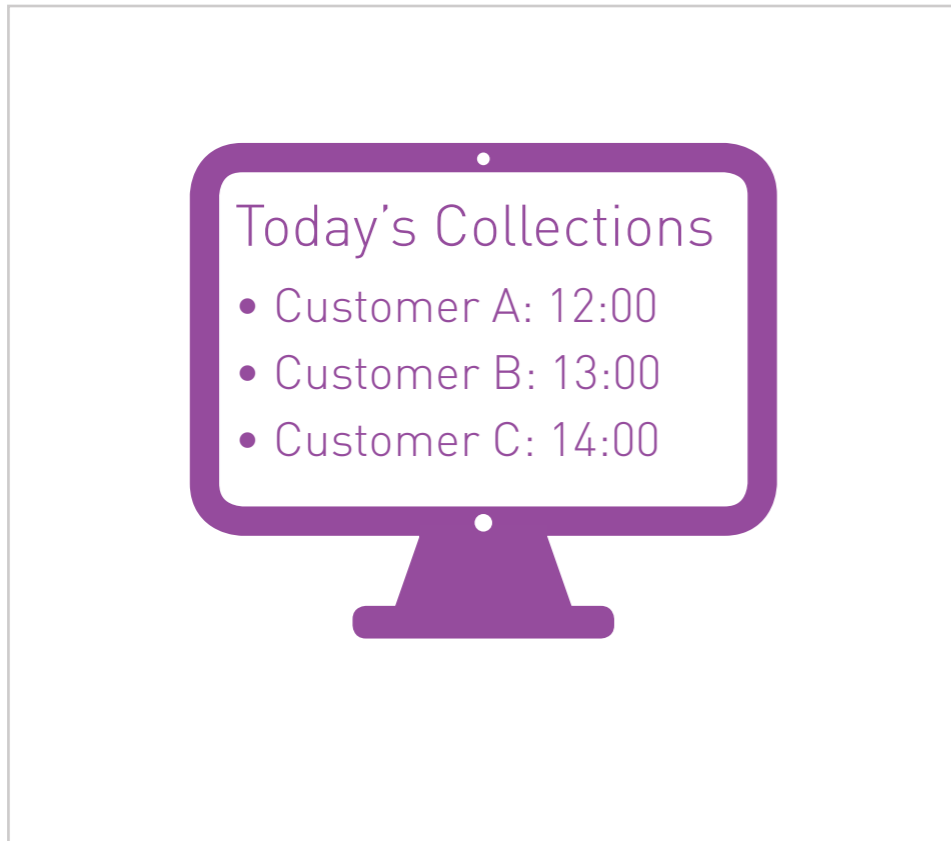


For situations in which hand washing will not be possible, your drivers should be given hand sanitiser to be:

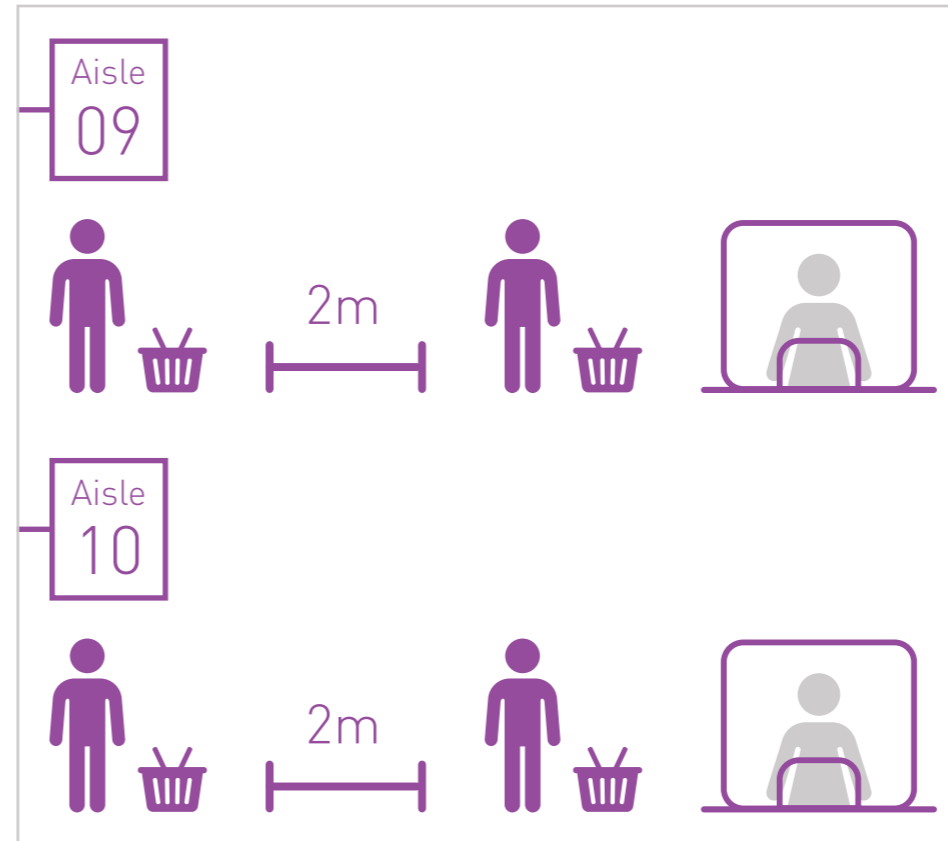
-  Carried at all times
-  Used after each delivery

Step 4.2

How to Manage Collections



Implement staggered collection times so that customers can enter the store one at a time to collect orders and make payments



Use queue management systems to allow your customers to maintain a safe distance of at least 2m