



Retail & Hospitality Businesses A guide to reopening safely

Useful information and resources for non-food and food & drink retail businesses

Contents

| | |
|---|---|
| | 1 |
| INTRODUCTION | 3 |
| COVID-19 SECURE OVERVIEW | 3 |
| RETAIL AND HOSPITALITY | 3 |
| Preparing to open..... | 4 |
| When you open | 5 |
| Sales channels..... | 6 |
| SOURCES OF ADVICE AND GUIDANCE | 7 |
| DIRECTORY OF THE USEFUL LINKS AND DOWNLOADS | 8 |

INTRODUCTION

On the 20th March this year the Government introduced lockdown measures in response to Covid-19, leading to all for cafés, bars and restaurants to close until further notice. This led to all non-essential retail also having to temporarily close their doors on 23rd March.

As the lockdown measures begin to ease, with outdoor markets being allowed to open from 1st June, non-essential retail planned from the 15th June and hospitality businesses to follow shortly after, businesses need to adhere to the government guidance to be Covid-19 secure in 2020, including maintaining two metre social distancing.

It is imperative businesses and individuals comply with these to minimise the possibility of an increase in cases and a return to the lockdown measures.

COVID-19 SECURE OVERVIEW

The following are the key steps to safer working together, steps that businesses need to take to help fight the Covid-19 pandemic.

1. A COVID-19 risk assessment
2. Implementation of cleaning, handwashing and hygiene procedures (in line with guidance)
3. Help people to work from home (where possible)
4. Help people maintain a two metre distance in the work place
5. Do everything practical to minimise transmission risk where people cannot be two metres apart.

The Government have published a useful poster that you can download [here](#) to communicate to your customers the steps you have taken to become Covid-19 Secure.

To read the full guidance on these steps and how you can achieve them please visit the Government's "[5 steps to working safely - Practical actions for businesses to take based on 5 main steps](#)" web page.

By implementing these steps you are generating confidence among your employees and customers alike.

RETAIL AND HOSPITALITY

The Government has expanded on the basic guidance above for a number of sectors, including retail and restaurants offering takeaway or delivery.

These are detailed guides covering topics such as risk, social distancing, managing customers, cleaning, and workforce management.

To view these guides, and watch the accompanying presentations, click on the links below.

[Working safely during coronavirus – Shops and branches](#)

[Coronavirus: Working Safely webinars – Shops and branches \(YouTube\)](#)

[Working safely during coronavirus - Restaurants offering takeaway or delivery](#)

[Coronavirus: Working Safely webinars - Restaurants offering takeaway or delivery \(YouTube\)](#)

It is anticipated the further guidance will be published for cafes, bars and restaurants in due course.

Preparing to open

Areas that should be considered when preparing to open include:

- Managing risk

One of the key requirements of the Covid-19 Secure guidelines is to carry out a risk assessment, enabling businesses to identify risk and put in place measures to help mitigate the impact of any identified risk.

There is guidance and templates available for businesses to view and download from the Health & Safety Executive via their [Working safely during the coronavirus outbreak](#) page available [here](#).

The Greater Manchester Growth Company's Centre for Assessment has also published guidance and templates for risk assessments that you can access [here](#).

- Staff training

It is important that employees are fully aware of the steps required to become Covid-19 Secure and the reasons they need to be implemented. In educating staff about the Covid-19 Secure steps and the reasoning behind them employers are empowering their staff to be confident in implementing the steps.

Skills for Health have a free, online [Coronavirus \(COVID-19\) Awareness](#) course that can be accessed [here](#). It's targeted at the public sector however much of it will be relevant to all businesses.

In managing staff generally the [Chartered Institute of Personnel & Development](#) have a collection of guides and webcasts that might be useful.

- Cleaning

Consider what additional cleaning initiatives can be implemented to ensure compliance with the Covid-19 Secure guidelines. Is there scope to implement a rota and cleaning check list similar to those seen in workplace toilets?

- Premises

Think about how the shop floor/seating areas can be re-configured to ensure social distancing can be maintained. For example, can a one way system be established guiding customers around the shop? For restaurants, cafes, and bars, can temporary screens be erected between table seating and greater distances between tables?

- Licensing

In order to comply with social distancing, hospitality businesses may be considering the use of public spaces for the consumption of food and drink by their customers. If you are considering this option it's important to ensure you are complying with the law and have the relevant licences in place, this includes a Street Café Licence. You can find guidance on Trafford Council's website at:

[Alcohol & Entertainment Licences](#)
[Street Café Licence](#)

When you open

When you have fulfilled the Covid-19 Secure steps and you are ready to open to customers it is imperative that you implement the plans and processes you've worked hard to develop. Through these you should be confident in being able:

- To maintain a distance of two metres between customers and shop assistants;
- To let people enter the shop only in small numbers, to ensure that spaces are maintained around your premises;
- Control queues outside of shops and other essential premises that remain open;
- To deploy additional security staff to support staff if required.
- Ensure cleanliness throughout your premises

Key areas for consideration:

- Queue management

Some stores which have already been permitted to open have experienced large queues outside stores, both from pedestrians and vehicles. Please be aware of the potential for these queues forming and put in place measures to reduce the risks to customers and members of the public.

Where pavements are narrow, or there are lots of shops in close proximity, the following could be considered:

- Speak to nearby premises to work together to manage possible shared queuing areas;
- Consider whether temporary barriers and floor marking should be utilised and may become necessary to stop people joining a queue.
- Consider a virtual queuing solution, solutions such as simple ticketing system or a more advanced technology equivalent from providers such as [Omatic](#), [Timeacle](#) and [Quidini](#) (these are a sample of providers of virtual queuing systems, their inclusion here does not indicate an endorsement by Trafford Council).

Where there is likely to be increased vehicle congestion as a result of your store reopening, consider the following:

- Discuss queue management with business centre management (where applicable) to determine the best way to avoid congestion;
- Consider using car park attendants and a queue management system to ensure that queues do not spill onto roads;
- Consider delivering goods directly to customers' cars or provide a timed click and collect service to reduce queues;
- If you expect a large queue as a result of your businesses reopening, consider speaking to your local authority Highways Department about how to mitigate the risk. Contact details for Trafford Council's Highways team can be found [here](#).

- Social Distancing

Consider how you will manage social distancing between both customers and employees, think about

- Physical interventions that could be implemented, such as:
 - floor stickers illustrating social distancing
 - 'Wait here' signs before approaching a point of sale

- transparent shields where it may be difficult to maintain social distancing (e.g. at point of sale)
- Signage to reinforce social distancing
 - Simplify any messaging, i.e. short and direct, breaking down complex messages into simpler actions
 - Make signage attract attention through the use of images and colour where possible
 - Think about how messages can harness social pressures, e.g. ‘Most of our customers are happy to comply.’
 - Think about when and where to reinforce your message about your social distancing measures, e.g. whilst queuing, via social media channels, at points of sale etc.

➤ Managing staff

Consider how you manage your staff in a way that can minimise interactions and reduce contact. For example:

- Set up work areas that mean staff work side by side, or back to back instead of face to face
- Rota staff in teams to minimise the number of different people individual staff work with
- Similarly to above set up buddy systems where two people are required to work closely together (e.g. unloading stock).

➤ Face coverings

Although face coverings are not essential or a legal requirement (at the time of writing) it may be something you wish to consider.

The Government has made face coverings compulsory on public transport from 15th June and have advised that they are worn in enclosed public spaces. If you operate from a small premises you may want to introduce the wearing of face coverings for staff

Sales channels

Although the lockdown measures are being lifted and people are slowly returning to work there will still be a significant number of people who will be cautious about returning to the high street. If you haven't done so already it may be a good time to consider how you can increase your sales channels by utilising the web, mobile solutions, online marketplaces and social media (among others).

By implementing this now you can provide a service to customers not ready to come back to the high street and enable your business to respond proactively should any lockdown measures need to be reintroduced.

For more information about these services please read Trafford Council's "[**Retail & Hospitality Business: Trading in the time of Covid-19**](#)" guide that can be downloaded [here](#).

SOURCES OF ADVICE AND GUIDANCE

- Trafford Council's Environmental Team can provide advice to businesses about how to reopen within the new Covid-19 guidelines in a way that maintains safety for staff and customers.

- For support and guidance on making your business Covid-19 secure please contact environmental.health@trafford.gov.uk. View Trafford Council's Environmental Health web pages [here](#).

- The HSE has a free advice line for businesses on 0300 790 6787 – with lines open Monday to Friday from 8:30am to 8pm.

- The Business Growth Hub has produced a comprehensive guide to regulatory and compliance support for business during the coronavirus pandemic which can be viewed [here](#).

- The Business Growth Hub has published guidance and resources available via the links below.
 - [Local business support](#)
 - [Business Recovery webinar series](#)
 - [Coronavirus Business FAQs](#)

- The Greater Manchester Growth Company's Centre for Assessment has published guidance and templates for a back to work risk assessment available [here](#).

- The British Retail Consortium has also produced Guidance for retail stores to follow during the current crisis. This can be accessed [here](#) and further information [here](#).

- The British Independent Retailers Association has compiled the latest Government guidance, webinars and resources as well as a free Bira membership support package to support businesses. Read more [here](#).

- BIRA CEO has also published an article titled 'Life after lockdown', that you can read [here](#).

- NABMA (The Voice of Markets) has published a guide to market halls and social distancing. This can be viewed [here](#).

- Poppleston Allen, a UK licensing solicitors, has created a 'Coronavirus: Pre-Opening Checklist' for the hospitality industry, that can be viewed [here](#).

- UK Hospitality has created a dedicated Coronavirus page including a repository of support information for hospitality businesses that can be viewed [here](#), and [details of support](#) from their industry partners.

Financial Business Support

- The Government website also sets out the financial support available to UK businesses. Read more [here](#).
- For further general business support and advice, please contact Trafford Council's Strategic Growth Team via business@trafford.gov.uk, or visit Trafford Council's Invest in Trafford website [here](#).

DIRECTORY OF THE USEFUL LINKS AND DOWNLOADS

- [Staying Covid-19 Secure in 2020 – poster download](#)
- [5 steps to working safely - Practical actions for businesses to take based on 5 main steps](#)
- [Working safely during coronavirus – Shops and branches](#)
- [Coronavirus: Working Safely webinars – Shops and branches \(YouTube\)](#)
- [Working safely during coronavirus - Restaurants offering takeaway or delivery](#)
- [Coronavirus: Working Safely webinars - Restaurants offering takeaway or delivery \(YouTube\)](#)
- [HSE Working safely during the coronavirus outbreak](#)
- [Health & Safety Executive Risk Assessment Guidance](#)
- [Useful guides and webcasts from the Chartered Institute of Personnel & Development](#)
- [Skills for Health Coronavirus \(COVID-19\) Awareness course](#)
- [Business Growth Hub
 - \[Regulatory and compliance support for business during the coronavirus pandemic\]\(#\)
 - \[Local business support\]\(#\)
 - \[Business Recovery webinar series\]\(#\)
 - \[Coronavirus Business FAQs\]\(#\)](#)
- [Greater Manchester Growth Company's Centre for Assessment Risk Assessment Guidance](#)
- [British Retail Consortium
 - \[Social Distancing\]\(#\)
 - \[Social Distancing in Retail Stores & Warehousing\]\(#\)](#)
- [British Independent Retail Association
 - \[Coronavirus support pages\]\(#\)
 - \[Life after Lockdown article\]\(#\)](#)
- [NABMA Guide to Market Halls and Social Distancing](#)
- [Trafford Council
 - \[Alcohol & Entertainment Licences\]\(#\)
 - \[Street Café Licence\]\(#\)](#)
- [Poppleton Allen's 'Coronavirus: Pre-Opening Checklist'](#)
- [UK Hospitality industry support](#)

NB At the time of publication guidance from the Government for the opening of cafes, bars and restaurants has not been published. This document will be updated when further information becomes available.

This document has been supported by the European Regional Development Fund.

Compiled by:

Strategic Growth Team & Regulatory Services
Trafford Council, Trafford Town Hall, Talbot Road
Stretford, M32 0TH
e. business@trafford.gov.uk / environmental.health@trafford.gov.uk
t. 0161 912 4176

First published 9th June 2020.

Front cover photo By Valeria Miller from [Pexels](#).