Trading Safely During COVID-19

Guidance for Businesses

Produced by North West Leicestershire District Council

NWLDC is here to support you in getting your business ready for re-opening

This document is designed to help you prepare for re-opening your business when Government guidance allows, and should not be taken as an instruction to re-open immediately . Government advice may vary from business to business and it's important you continue to monitor and follow this national advice at all times. Thank you.

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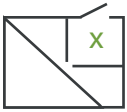
Top Tips for Managing Customers

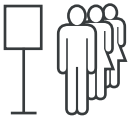
To minimise the contact resulting from visits to stores or outlets.

1 How many customers



Define the number of customers that can reasonably follow two metre social distancing within the store and any outdoor selling areas. Take into account total floorspace as well as likely pinch points and busy areas.

2 Limit entries



Limit the number of customers in the store, overall and in any particular congestion areas, for example doorways.

3 Limit customer service

Suspend or reduce customer services that cannot be undertaken without contravening social distancing guidelines. This may include rethinking how assistance is provided.

4 Encourage lone shopping

Encouraging customers to shop alone where possible, unless they need specific assistance.

5 Child supervision

Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.

6 Flow of store

Looking at how people walk through the shop and how you could adjust this to reduce congestion and contact between customers. For example queue management of one way systems.

7 Accessibility

Ensure changes that you've made still take into account the accessibility needs of disabled shoppers.

8 Impact of outside space

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Work with your local authority or landlord to take into account the impact of your processes on public spaces such as high streets and public car parks.

www.nwleics.gov.uk

Cleaning the Workplace

To minimise the contact resulting from visits to stores or outlets.

1 Frequent cleaning

Carry out frequent cleaning of work areas and equipment between uses, using your usual cleaning products.

2 Touched regularly

Clean regularly touched objects and surfaces regularly such as self-checkouts, trolleys or staff handheld devices.

3 Build awareness

Use signs to remind people of the safety precautions you are taking in your store, good hygiene practices and the need to reduce unnecessary contact with surfaces and stock.

4 Hand sanitiser

Provide hand sanitiser wherever possible, for example when entering the store to enable cleaning of baskets and trolleys.

5 Limit contact

Limit customer handling of merchandise, for example, through different display methods, new signage or rotation of high-touch stock.

6 Contactless payments

Encourage customers to pay for products by using a contactless payment method to avoid customers and employees touching physical money.

7 Changing rooms

Considering very carefully whether fitting rooms should be open, given the challenges in operating them safely.

8 Collections

Enforce staggered collection times for customers collecting items, with a queuing system in place to ensure a safe distance of two metres.

9 Separate returns

Keep returns separate from displayed merchandise / stock to reduce the likelihood of transmission through touch.

Getting your messages across

To make sure people understand what they need to do to maintain safety.

1 Clear guidance

Provide clear and simple guidance to customers wherever possible using signage and visual aids.

2 Talk to your staff

Make sure your staff are comfortable with the plans you have put in place and understand them.

3 Demonstrate

Create social distancing champions among staff to help advise customers and fellow employees on the practices you are using in your store.

Further help and guidance

The Government is expected to release further advice to businesses in the coming weeks and months to support you. Please ensure you keep up to date with the advice as much as possible, and use the Government's website **www.gov.uk** as your first port of call.

Contacting us

We're here to support you in every way we can and we understand that you may need our specialist advice . Here are some useful contacts that may be helpful to you:

- If you are a taxi firm, please contact **licensing@nwleicestershire.gov.uk**
- If you are a restaurant / takeaway service please contact **ehealth@nwleicestershire.gov.uk**
- If you have a query regarding a business grant, please contact **covid-19businessgrants@nwleicestershire.gov.uk**
- If you need to raise an issue with a business or customer not following the guidance correctly, please email **environmental.protection@nwleicestershire.gov.uk**
- For any other queries, please contact our customer services team on **customer.services@nwleicestershire.gov.uk** or phone **01530 454545**