Trading Standards advice during COVID19

Trading standards work to maintain a fair trading environment by supporting legitimate business and addressing non-compliance. They offer guidance to businesses that request it and proactively deliver business advice to traders when officers are undertaking normal duties.

In response the current pandemic and the recent easing of restrictions, the Chartered Trading Standards Institute has produced a set of guides to help businesses get back up and running and workplaces operating as safely as possible. Please ensure the advice for Scotland option is selected. Should further advice be required regarding your business within East Lothian, please email [tradingstandards@eastlothian.gov.uk](mailto:tradingstandards@eastlothian.gov.uk)

The Coronavirus Bulletins are specific guides providing clear guidance for travel and tour operators, food businesses and the housing and home improvement sector. Guides are updated regularly and can be downloaded free from the [Business Companion website](https://www.businesscompanion.info/focus/coronavirus-covid-19#utm_source=TSO&utm_medium=email&utm_campaign=Covid-19%20buisness%20guidance) using the following link: <https://www.businesscompanion.info/focus/coronavirus-covid-19utm_source=TSO&utm_medium=email&utm_campaign=Covid19%20buisness%20guidance>.

The Coronavirus outbreak has not only seen a rapid increase in the various scams relating to consumers but also those aimed at business.

Businesses should remain vigilant regarding their operations and especially so, when incorporating new ways of working to accommodate social distancing, such as working from home. The National Cyber Security Centre (NCSC) provides a benchmark for cyber security training, with courses rigorously quality tested against exacting standards. The Cyber Griffin Unit at the City of London Police have created videos specifically looking at some of the cyber security risks associated with working from home. These videos are available on YouTube by searching for “City of London Police”.

Advice about how businesses can use video conferencing safety and securely can be found here: <https://www.ncsc.gov.uk/guidance/video-conferencing-services-security-guidance-organisations>

Scam emails should be reported to [report@phishing.gov.uk](mailto:report@phishing.gov.uk) where the NCSC automated programme will immediately test the validity of the site. Any sites found to be phishing scams will be removed immediately.

If you would like any further advice, please contact East Lothian Council Trading Standards 01620 827 827 or [tradingstandards@eastlothian.gov.uk](mailto:tradingstandards@eastlothian.gov.uk)