Retail business reopening checklist (from phase 2)

You should also refer to industry guidance including: <https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/>

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| **Item** | **Action / Comments** |  |  |
| **Risk assessment** |  |  |  |
| You must complete a Covid-19 risk assessment  *You can find an example risk assessment here:*  <https://www.eastlothian.gov.uk/supportyourreopening> |  |  |  |
| **Social distancing:** | | | |
| You MUST take all reasonable measures to:   * Ensure 2m distancing between all persons (staff and customers) within your premises * Ensure a suitable maximum number of persons are permitted in your premises (to facilitate 2m distancing) * Ensure 2m distancing between persons waiting outside to enter premises |  |  |  |
| *Some ideas to help:*   * *Signage stating maximum number of customers permitted in the premises at any one time* * *Signage reminding customers to maintain 2m social distancing* * *Till screens* * *Hand sanitiser, face coverings, gloves for staff (as required)* * *Consider hand sanitiser for customers* * *Card payment prioritisation* * *A one way system around the premises* * *Designated entrance and exit only doors (where there are 2 or more doors to the premises)* * *Review layouts to let employees work further apart from each other where possible.* * *Enforce staggered collection times or appointments for customers collecting items with a queuing system in place to ensure a safe distance of 2m* * *Identify pinch-points like entrances or stairs where close physical contact is likely and/or obstructions force close physical contact* * *Check for new traffic and street management plans from local authorities* * *Put in place pick-up and drop-off collection points where possible* |  |  |  |

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| **Cleaning & disinfection** | | | |
| An enhanced cleaning schedule should be designed and implemented. It is advisable to keep a written record. Staff must be trained to implement the schedule.  *Remember to include work areas, staff rooms, canteens, equipment etc* |  |  |  |
| Frequent touch points should be disinfected regularly such as self-service checkouts, trolleys, coffee machines, staff handheld devices, counter tops etc . |  |  |  |
| Toilets require enhanced cleaning and measures to control social distancing. Maximise ventilation either with openable windows or existing ventilation |  |  |  |
| Current guidance suggests disposable paper towels should be used to dry hands (not hand driers) |  |  |  |
| Provide hand sanitiser / gloves if hand washing is not available (eg deliveries) |  |  |  |

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| **Additional measures** |  |  |  |
| Keep returned goods separate from display stock for 72 hours to reduce the likelihood of transmission. Where possible, this should include items that have been tried on but not purchased. Alternatively adequately clean/disinfect items |  |  |  |
| Increase ventilation where it is safe to do so (but do not keep fire safety doors open) |  |  |  |
| Stagger break times and make use of outdoor space for breaks if possible. |  |  |  |
| Use a consistent pairing or grouping system where employees work on shifts together. |  |  |  |