

## Trading Safely – Checklist for Retailers

Please note that this document is up to date as of the date shown in the title; please also regularly check your relevant government sector guide and the recent and upcoming changes web page.

All businesses are required to put in controls to prevent the transmission of Covid-19 on their premises by following the government guidance. Failure to do so can result in fines for business owners, if you are unsure on how to implement these controls in your business or have any questions on the below guidance, please contact your local Environmental Health team at your local council for advice.

Business Name & Address:			Date:
Reviewing Officer:	Tel:	email:	Review Date:

### Risk assessments and keeping your staff safe

- Review your risk assessment and the effectiveness of all control measures to determine which enhanced measures may need to be introduced – this is essential due to the new variants which are likely to be more infectious. [how-to-review-your-hs-risk-assessment-and-controls-28012021.pdf \(hertfordshirelep.com\)](https://www.hertfordshirelep.com/2021/02/28/how-to-review-your-hs-risk-assessment-and-controls-28012021.pdf)
- Ensure staff are fit and well before arriving at work.
- Ensure that symptomatic staff do not attend work and are aware of how to report this to their manager.
- Ensure staff are aware of testing and self isolation requirements.
- If a staff member tests positive, have you identified any workplace contacts who will also need to isolate?
- Are you following the government’s guidance on ‘Cleaning in non-health care settings outside the home’?
- If you have one or more positive cases within the workplace, please report this to your local environmental health department
- Organising your staff into work teams or bubbles may assist business continuity should you have a workplace outbreak
- Vulnerable groups?
- What controls do you have in place for staff who are exempt from wearing face coverings?

**Vaccinations: all control measures remain in place regardless of whether staff have been vaccinated.**

Please use the below as a guide, ensuring you add additional measures specific to your business. Two examples are given to help you.

<b>On entry to your premises</b>	<b>Done</b>	<b>Not Applicable</b>	<b>Give further details of how you do this</b>	<b>What else needs to be done? Including actions identified by reviewing Officers</b>
Examples:				
<i>Set a limit on the number of people allowed into your shop at the same time</i>	√		<i>4 at a time</i>	
<i>Decide which member(s) of staff are going to control the door and how they will do this</i>	√		<i>Designated person on the door – either Sam or Vicky.</i>	
<b>Customers in retail shops must wear face coverings. Staff in retail are also now required to wear face coverings (from 24th September 2020).</b>				
<b>Businesses must also remind people to wear face coverings where mandated – via a poster/signage for example</b>				
Set a limit on the number of people allowed into your shop at the same time				
Decide which member(s) of staff are going to control the door and how they will do this				
Leave the door open whenever you can				
Remove or re-arrange any product displays, A boards you have outside your shop. Make as much space as possible for outside queueing, social distancing and using the entrance/exit				
Set up a system for queueing outside your shop. Decide where the queue starts, which way people must queue to avoid other queues and obstructions.				

Ask customers to use their own bags where possible				
<ul style="list-style-type: none"> <li>• Provide hand sanitiser for use by all customers on entry to the premises.</li> <li>• Ensure your hand sanitiser is minimum alcohol content of 60+%</li> </ul> <p>Provide a cleaning station for baskets / trolleys / hands.</p> <ul style="list-style-type: none"> <li>• Ensure you have the correct cleaning products and instruct people how to use them.</li> <li>• Put up a sign at the station to tell people when and how to use the cleaning station (e.g. sanitised hands before entering)</li> </ul> <p>** please see the section at the end on cleaning for further information.</p>				
Remove any baskets / trolleys that cannot be cleaned (e.g. in a damaged condition)				
<b>When people are shopping</b>	<b>Done</b>	<b>Not Applicable</b>	<b>Give further details of how you do this</b>	<b>What else needs to be done? Including actions identified by reviewing Officers</b>
<p>Make as much space as possible in your shop for people to move around.</p> <ul style="list-style-type: none"> <li>• Clear products from the floors of the aisles</li> <li>• Remove freestanding displays</li> <li>• Remove displays and items for sale around</li> </ul>				

the tills				
Fitting rooms should remain closed, you may wish to review your returns policy to accommodate this.				
Remove tables and chairs or stack them so that they cannot be used				
If possible, set up a one-way system around the shop. Mark out the floor to show people which way to walk				
Use tape on the floor to mark out 2 metre spacing.				
Use 'stand here' signs on the floor if you want people to stand or wait in particular locations (e.g. by the till, by the door)				
Decide if you need someone in your shop directing people to maintain social distancing				
Put up social distancing posters				
<b>When people want to pay</b>	<b>Done</b>	<b>Not Applicable</b>	<b>Give further details of how you do this</b>	<b>What else needs to be done? Including actions identified by reviewing Officers</b>
Maintain a 2-metre distance between the customers and staff members where possible.				
Where the 2m social distancing cannot be maintained, what other controls do you have in				

place to reduce transmission, such as suitable screens to protect staff at service counters and checkouts?				
You should review how you are going to handle returns/refunds and maintain social distancing and minimal contact of the product being returned.				
Continue to ask customers to use contactless payment instead of using cash				
<b>Cleaning &amp; Disinfection</b>	<b>Done</b>	<b>Not Applicable</b>	<b>Give further details of how you do this</b>	<b>What else needs to be done? Including actions identified by reviewing Officers</b>
Identify and regularly clean all the things that customers are touching such as debit card PIN pads, door handles, handrails, handles, customer toilets, taps, etc. or any other hand contact surfaces that you have identified as regularly used  Use a cleaning schedule to help you				
Identify and regularly clean all the things that the staff regularly touch such as the till, staff amenity areas touch points, staff toilets, items provided for staff to use such as kettles and microwaves  Use a cleaning schedule to help you				
<b>Looking after your staff</b>	<b>Done</b>	<b>Not Applicable</b>	<b>Give further details of how you do this</b>	<b>What else needs to be done? Including actions identified by reviewing Officers</b>
At the start of every shift ensure that staff are fit and				

well for work. Ensure that symptomatic staff do not attend work and are aware of how to report this to their manager. Moved to page 1				
Take orders and payment over the phone or online rather than in person				
<b>Making deliveries to customers</b>	<b>Done</b>	<b>Not Applicable</b>	<b>Give further details of how you do this</b>	<b>What else needs to be done? Including actions identified by reviewing Officers</b>
Take orders and payments over the phone or online rather than in person If you have to take cash payments ask the customer to have the correct amount of cash ready.				
If you are taking a mobile card payment machine out with you to make the delivery it must be cleaned between customers				

## How to clean and disinfect:

### Cleaning:

- Using a disposable cloth, first clean surfaces with **warm soapy water** or **detergent**.
- Increase routine cleaning and disinfection of **frequently touched surfaces** which include:
  - Handles and handrails
  - Debit card pin pads
  - Door handles
  - Screens on self-service checkouts
  - Light switches
  - Trolley/basket handles. etc.
- Determine how often frequently touched surfaces should be cleaned and disinfected, dependent upon customer footfall for your premises.
- Cleaning with soap and water reduces the number of germs, dirt and impurities on the surface. Disinfecting kills germs on surfaces.

### Disinfection:

- You then need to use a **disinfectant** to clean the surface.
- **Antiviral disinfectants** which have been tested to British Standard **BS EN 14476:2019** should be used.
- **Alcohol solutions with at least 70% alcohol may also be used.** If the above products are not available, then disinfect these surfaces with the **products you normally use** in your food business, e.g. sanitiser (evidence shows that similar viruses can be deactivated using commonly used disinfectants in the food industry)
- Diluted household bleach is also known to kill similar viruses if appropriate for the surface:
  - **Follow manufacturer's instructions** for application and use, e.g. gloves/ventilation. .
  - Guidance produced recommend a 1:50 dilution of household bleach products which usually have an initial concentration of 5% sodium hypochlorite.
- Always follow manufacturer's instructions for dilution, application and contact times for detergent and disinfectant products. Contact time is the time that the disinfectant/bleach solution must be in contact with the surface. Its important to follow instructions as wiping them off too soon might clean the surface without properly disinfecting it.

Guidance regarding how to clean effectively can be found via the links below:

- <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>
- [www.rsph.org.uk/uploads/assets/uploaded/942ce2bb-cdd0-41d4-9a3cdc84adb07aa6.pdf](http://www.rsph.org.uk/uploads/assets/uploaded/942ce2bb-cdd0-41d4-9a3cdc84adb07aa6.pdf)
- [www.food.gov.uk/business-guidance/cleaning-effectively-in-your-business](http://www.food.gov.uk/business-guidance/cleaning-effectively-in-your-business)