



Top tips: Upgrading physical spaces to keep staff and customers safe during Covid-19

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Guidance from the Department for Business, Energy and Industrial Strategy states that all shops need to implement measures to ensure that they keep their staff, volunteers and customers safe during the Covid-19 pandemic. Measures include carrying out Covid-19 risk assessments, minimising contact through social distancing, hygiene procedures and queue management; using ventilation effectively and ensuring staff and customers understand what they need to do to maintain safety.

This factsheet includes key considerations when designing your shop layout to meet the requirements of safe practice.

1. Have you got clear instructions on the entrance to your shop, including displaying a **coronavirus NHS QR code**? Any business or community organisation with a physical location that is open to the public should display a QR code for the Test and Trace service. You could use A-frame or a self-adhesive clip frame in A3.
2. Can you operate your shop with one-way queuing? This could be created using a barrier or queue shelving to hold new merchandise.
3. Have you got two doors? You could use these as an entrance and exit to minimise contact between customers entering and leaving the shop.
4. How are you protecting your volunteers and staff? Have you got a screen to protect the till area? Don't forget to allow for baskets if you use them.
5. Think about PPE & health & safety. Have you got touch-less hand sanitising dispensers at the entrance and exit of your shop/pub? Have you updated your First Aid procedures?
6. Masks and visors. Have you prepared masks and visors for staff & volunteers to wear? If using them, they must have their own individual masks, and you need to consider how to clean and store volunteers' masks in between use. Can you sell masks to customers who have forgotten to bring their own?
7. Can you offer home delivery for your vulnerable customers?



8. Do you display fresh loose items? If so, think about disposable gloves.
9. Do customers need a basket? Could they use their own reusable bag - perhaps you have your own village shop tote?
10. Do you have a cleaning rota for high use areas i.e. the till, door handles etc? Have you considered the procedures for cleaning toilets and other shared areas between uses?
11. If you offer freshly baked goods remember to use disposable gloves and remind volunteers to wash hands with soap and water in between use. Can customers dispense safely?
12. Once you have decided how many customers you feel can safely shop the shop, how are you communicating numbers of people within the shop to new customers? Have you got a lollipop signal setup which you could use?
13. Remember to make people feel welcome - you want them to feel safe and able to shop your full range during their visit. Completing a risk assessment and displaying an official 'We're Good to Go' poster on the door can help to build trust and confidence for customers.
14. How will you take payments? Contactless card payments are preferred; but don't forget vulnerable customers who may still need to use cash. You could also consider having customer accounts for regular customers to reduce the number of transactions taking place.





USEFUL LINKS AND FURTHER SUPPORT

- Full details of government guidance for working safely during coronavirus can be found here: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>
- Create an NHS QR code to support the Test and Trace system here: https://www.gov.uk/create-coronavirus-qr-poster?gclid=EAlaIqobChMI2o3jklyl7AIVXoBQBh3L_gHzEAAYASAAEgKHI_D_BwE
- Find out more about the VisitBritain 'We're Good to Go' industry standard here: <https://www.visitbritain.org/business-advice/were-good-go-industry-standard>
- Download a variety of resources, from posters on handwashing to guidance and templates from the Association of Convenience Stores here: <https://www.acs.org.uk/covid-19/resource-centre>
- If you're a Plunkett Foundation member, you can access a free business health check to help you navigate the new rules and regulations that Covid-19 has brought, as well as exclusive offers from suppliers that can help you implement them. Find out more about membership here: <https://plunkett.co.uk/becoming-a-member/> or email membership@plunkett.co.uk



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