










Introduction

To help limit the spread of the new Omicron Covid-19 variant the government has reintroduced the requirement for both customers and employees to wear face covering shops.

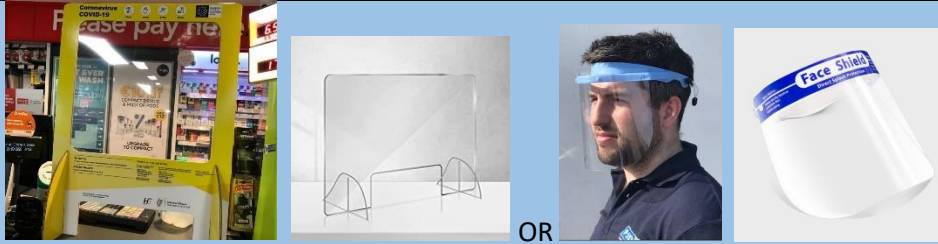
Every workplace has a legal duty to undertake a health and safety risk assessment and implement suitable control measures to prevent the spread of Covid-19 between employees and members of the public. When undertaking your risk assessment you must have regard to the available guidance. Following the guidance is not compulsory, unless specifically stated, and you are free to take other action, so long as the same level of protection is achieved. But if you do follow the guidance you will normally be doing enough to comply with the law. Health and safety inspectors seek to secure compliance with the law and may refer to guidance. Failure to implement suitable control measure may lead to formal action being taken against the duty holder(s) including Fixed Penalty Notices, Prosecution and/or Closure.

The guidance leaflet should be read alongside and supplements, the government Guidance for Close Contact Services: <https://www.gov.uk/guidance/working-safely-during-covid-19/shops-branches-and-close-contact-services>

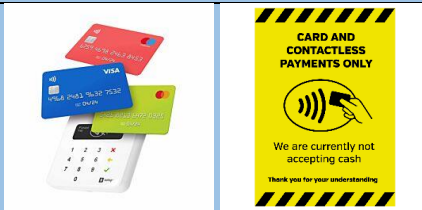
Other Guidance including an example risk assessment can be found under the Retail section of our website: www.preston.gov.uk/cv19shops

At the Entrance	
  <ul style="list-style-type: none"> It is again law that members the public must wear a face covering in shops You should display signs at the entrance reminding customers to wear masks If necessary refuse to serve customers who are not wearing a facemask. If customers become violent or abusive call the Police. 	  <ul style="list-style-type: none"> Limit the number of customers in your shop at any one.  <ul style="list-style-type: none"> Encourage social distancing inside and outside your shop with floor markings and arrows
   <ul style="list-style-type: none"> Encourage customers to use hand sanitizer when entering your premises Provide hand sanitizer for customers to use 	 <ul style="list-style-type: none"> Display information posters to keep customers and employees safe
At the Counter	

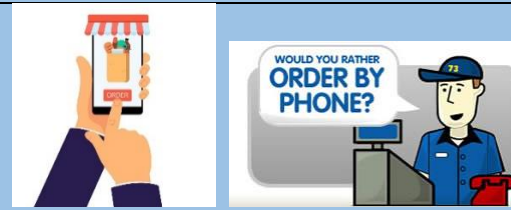
Quick guide to Covid-19 Infection Control in Shops and other retail premises (November 2021)



- You need to protect your employees from Covid droplets emitted by people when they are talking, sneezing or coughing etc.
- You must either install Screens on the counter by the till or provide employee with face visors.
- It is now law that all employees who are likely to come into contact with members of the public must wear a face covering, unless fully protected by large screens.



- Limit the handling of cash as it can transfer the virus.
- There are many affordable card payment systems on the market such as iZettle, SumUp and Square Reader.



- Encourage your customers to order on-line or by phone, if practical.
- Encourage customers to use delivery services or click and collect.

In your shop

- Implement a one-way system to prevent persons crowding or crossing. Use signs and floor markers to direct people.
- Keep windows and doors open to aid in air circulation
- Encourage customers not to handle goods then return them to the self.
- Returned items must be thoroughly cleaned & disinfected or left in 'quarantine' for 72 hours before being put back onto the shop floor.



Cleaning

- Ensure you regularly clean frequently used hand contact surfaces, such as door handles, counter tops and pay machines.
- If you provide baskets or trolleys these should be cleaned between each customer. Either ensure staff clean them or provide a 'cleaning station' with sanitizer and blue rolls for customers to clean their own basket/trolley.



Ventilation

Good ventilation brings fresh or cleaned air into indoor spaces. The more fresh air that is brought inside, the more diluted any airborne virus will become. In poorly ventilated spaces, residual virus can remain in the air after an infected person has left and increase the risk of COVID-19 spreading.

You must maximise the supply of fresh air in your premises. You can do this through:

- fully or partially opening windows, air vents and doors to improve natural ventilation
- if you use mechanical ventilation, ensuring that your systems are set to maximise fresh air and minimise air recirculation. Maximising the amount of fresh air your system draws in or ensuring additional fresh air will help avoid COVID-19 spreading
- even during the colds winter months, ventilation remains important. You may wish to consider installing 'hot air curtains' or changing the layout of your premises; moving people away from open windows and doors.



For further information on ventilation can be found on the HSE website:

www.hse.gov.uk/coronavirus

Toilets

If you provide customers toilets, you must ensure that they are managed properly.

- Consider only allowing one person to enter at a time
- Display handwashing notices
- Ensure they are cleaned regularly (every 30 minutes or so at busy times)



Training


All staff must be trained in the new procedures. It is a good idea to show the written risk assessment for your premises and talk through the risks and control measures.

Free CoVid Awareness Training is offered by CPD On-line College:

<https://cpdonline.co.uk/course/covid-19-awareness/>

Community Testing

Quick guide to Covid-19 Infection Control in Shops and other retail premises (November 2021)



HELP PROTECT THIS BUSINESS, GET TESTED REGULARLY.

Please collect your free lateral flow self-test kit from your local pharmacy*.

Pharmacies which stock test kits include:

Sharnford Health Care - 0-751 Lancaster Road
Superdrug - George's Shopping Centre
Boots - 100-102 Lancaster Road & Oswald Road Retail Park
Kwik Pharmacy - 63 and 65-67 St. James Street
C&S Pharmacy - 27 Lancaster Road
Lloyd's Pharmacy - 122 Lancaster Road
Central Pharmacy - 100-102 Lancaster Road
Aurum Pharmacy - 122 Lancaster Road
Marrington - 100-102 Lancaster Road
ASDA - 100-102 Lancaster Road

*Subject to availability. Kits may not be available in certain or other locations.

Or visit <https://maps.test-and-trace.nhs.uk> to find a pharmacy near you!

If you are feeling unwell (high temperature, a new continuous cough) or lost or change to a severe or persistent loss of taste or smell or you are advised to get tested immediately by calling NHS 111 or looking on the government website, always use high coronavirus test and enter the sector the council have listed on to get a test.


According to Government as many as 1 in 3 individuals with coronavirus may not display any symptoms. With many businesses now open this can create workplace outbreaks and put people at risk. Identifying persons who are positive for Covid 19 protects communities and businesses from further restrictions.

Home test kits can be ordered on-line www.gov.uk/order-coronavirus-rapid-lateral-flow-tests

Or free test kits can be collected from most pharmacies.

Please display our posters in your premises to encourage members of the public to get tested too!

Vaccination




Every Covid 19 vaccine helps protect you and your family

You're much less likely to develop severe symptoms or be hospitalised with Covid 19 if you've had both doses of the vaccine.

If your GP contacts you about the vaccine make an appointment as soon as possible, or if you don't want to wait go on-line and make an appointment (if you're eligible) or call 111.

It is important you attend both of your vaccination appointments as two doses are needed for maximum protection.

Book your appointment today.



Encourage all staff to take up the offer of a vaccine when they are contacted, or ask them to visit the web link to book on-line. By having the vaccine staff are protecting themselves, their work colleagues, their jobs, their community and their loved ones.

www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/

Please display our vaccination poster to encourage staff and customers to take up the offer of a vaccine.

Communication

Ensure that your customers know and understand the rules and procedures for attending your shop;

- Update your on-line profile; company website/facebook/Instagram pages etc.
- If they make an on-line order send them a copy of your expectations via e-mail.
- Ensure you speak to customers as they enter and let them know your expectations, point out the key notices and marking for them to follow.
- Use posters, notices and tape etc to inform and guide customers;

Example posters can be downloaded and used free of charge from our website:
www.prestongov.uk/cv19workplaces