

Close contact businesses

On 9 July 2020, Government announced that remaining close contact businesses could reopen from 13 July, and those already open but offering previously prohibited services could begin to offer those services again.

The government covid secure guidance has been updated and we suggest you familiarise yourself with this. It can be found online here: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services>. In summary the changes cover: update guidance on alternative treatments (section 2.1), clarity that disabled parking bays should not be used for queuing (section 2.1) and add further detail on ventilation (new section 2.2).

If you have already undertaken a risk assessment, you may want to revisit this in light of these changes.

There remain a couple of exemptions in terms of services which at this time can still not be permitted. These are:

- Where a premises delivers a mix of services, only those services that do not involve work in the highest risk zone, should be made available to clients. No treatments are to be provided on the face until government advice changes. Examples of such services would include the following, though this list is not exhaustive:
 - face waxing, sugaring or threading services
 - facial treatments
 - advanced facial technical (electrical or mechanical)
 - eyelash treatments
 - make-up application
 - dermarolling
 - dermaplaning
 - microblading
 - electrolysis on the face
 - eyebrow treatments
 - intricate detailing, outlining or shaving of beards
 - advanced beauty therapy and aesthetic treatments (this does not apply to medical settings)
- Saunas and steam rooms should stay out of use for the time being as the risk of transmission is unclear.

WELCOME BACK

REOPENING YOUR BUSINESS SAFELY

A GUIDE FOR BUSINESSES IN THE CLOSE CONTACT SERVICE SECTOR



#WorkingTogetherStayingSafe



European Union
European Regional
Development Fund



HM Government

wakefieldcouncil



Foreword

This document gives guidance on safely reopening more businesses across the Wakefield district.

It is one of a series of guides the Council have produced to welcome back businesses within the hospitality sector (including restaurants, pubs and cafes) as well as hairdressers and retail businesses.

As part of this, we know that the safety of customers and staff alike will be on everyone's minds and we hope that this document will help businesses keep everyone safe.

This pack follows UK Government guidance current at the time of printing, which can be found online here. The Government may update regulations and advice as the situation changes.

It is the responsibility of all business owners and operators to follow Government guidance and to operate safely and responsibly.

If not, enforcement action may be taken.

It is great to see our local businesses continuing to reopen successfully and safely and providing services to residents, workers and visitors across our district. I'm looking forward to working with them to help give all our places and communities a successful and prosperous future.



Cllr Denise Jeffery, Leader, Wakefield Council



Dear Business Owner

The guidance included in this pack is to assist you with the restart of your business in line with safety requirements for managing the Covid-19 pandemic, but is not exhaustive.

Follow our @Wakefieldfirst Twitter account for all the latest updates on Government guidelines and visit <https://wakefieldfirst.com/business-recovery> for links to all current local guidance.

This document is available both online and as a hard copy.

Key messages from Wakefield Council

It is your responsibility to make yourself familiar with the Government guidance materials available to help make your business Covid-19 secure. Read and keep up to date with Government guidance for businesses here:

<https://www.gov.uk/coronavirus>

- Business with close contact between customers and staff, or who have traditionally had large numbers of customers in an enclosed space, will need to take particular care with cleaning, social distancing and other safety measures.
- Please be mindful of the space inside and outside your business and be considerate of neighbouring premises.
- Please consider how you can effectively communicate with your customers, including making use of social media or virtual consultations .This will involve informing them of opening hours, how to access your business, the use of PPE, respecting queues and social distancing.
- To assist the NHS Test and Trace service deal with outbreaks, you will need to keep staff rotas, and a temporary record of your customers and visitors, for 21 days.
- Please ensure your business practises safe and considerate disposal of personal protective equipment, and encourages this amongst your customers where they choose to use it.
- Due to the increased risk of airborne transmission, premises should ensure steps are taken to avoid people needing to unduly raise their voices, including, but not limited to, refraining from playing music or broadcasts at a volume which makes normal conversation difficult.
- Government guidance on face masks and face coverings can be found here:
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>
- At the present time, use of public transport is discouraged. Please encourage staff and customers to use alternative forms of transport where they can. Public transport will be running at a reduced capacity and you must wear a face covering to use it - please ensure staff are aware of this.
- Environmental health, food hygiene and similar regulations still apply. It remains your responsibility to ensure all existing Health and Safety legislation and procedures are followed.
- The Council wishes to work with businesses to ensure safe reopening, however will consider enforcement action against businesses that do not comply with published regulations either by opening before they are permitted or not taking appropriate Covid-19 secure measures.
- It is **your** responsibility to ensure that your premises operate safely, and take immediate action when this is not the case, up to and including closure.

Reopening your business safely - a guide for 'close contact' businesses

We have released a number of sector-specific guidance packs as part of the second phase of reopening. This pack covers a range of business types, including:

Hairdressing and barber shops; Beauty and nail bars; Makeup treatments; Tattoo artists and piercings; Spray tanning studios; Spas; Sports and other massage therapies; Wellbeing and holistic health; Dressfitters, tailors & fashion designers; Photography studios.

When can I reopen?

Of the services covered by this guidance, only hairdressers and barber shops are permitted to reopen from 4 July 2020 (with appropriate safety measures in place). All others must remain closed until further notice. You can check if your business must remain closed here: <https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/further-businesses-and-premises-to-close-guidance>

Where hairdressers and barbers provide additional services which fall within a category not yet allowed (e.g. nail treatments), those additional services must not be offered until the Government advice changes.

Business operators should always refer to Government guidance specific for their business type as this can change. Guidance for this sector is available at: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services>.

A list of other guidance published (some of which may be useful to you) is on page 8 of this document.

What do I need to do before reopening?

You must complete a risk assessment (see guidance on undertaking a risk assessment on page 8) and put necessary controls in place to minimise risks to staff and customers.

A template risk assessment form can be found at: <https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm>

There is no legal requirement to write down your risk assessment if you have less than 5 employees. We would, however, recommend that you document your findings.

With many premises having been shut for some time, please follow guidance on managing legionella risks which can be found at: <https://www.hse.gov.uk/coronavirus/legionella-risks-during-coronavirus-outbreak.htm>

Other actions to undertake:

- Carry out any other health and safety related checks (see page 7 for a checklist).
- Ensure all staff are aware of any changes to ways of working and have the information and personal protective equipment they need to adapt safely where this need has been identified through your risk assessment.
- Calculate the maximum number of people (staff and clients) that can be allowed inside your premises safely, considering pinch points and busy areas. You may find it useful to display the maximum capacity suggested by your risk assessment.



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- Ensure risk assessments, maximum number of customers and other guidance are prominently posted in the premises, including at entrance points. Posters you can sign and display are available from: <https://assets.publishing.service.gov.uk/media/5eb959f5e90e0708370f97f9/staying-covid-19-secure-accessible.pdf>
 - Add floor markings and one way systems where possible to help people stay a safe distance apart while in your premises, and in alignment with current social distancing guidelines.
 - Undertake a full deep clean of the premises - paying special attention to areas that customers and/or staff might frequently touch. Specific guidance on cleaning can be found here: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>
 - Update and enhance your cleaning schedules (see an example on page 6).
 - Review delivery processes and contractor visits. Undertaking these outside opening hours will help reduce interactions between people on your premises and limit risk.
 - Put steps in place to limit unnecessary contacts associated with deliveries. Can the courier leave equipment in an agreed location for your staff to collect?
 - Set up a booking system if possible. This should include the following screening questions for customers:
 - Have you recently started with a new, continuous cough?
 - Do you have a high temperature?
 - Have you noticed a loss of, or change in, normal sense of taste or smell?
 - Where a client answers yes to any of these questions, they should be advised to call back once they are clear of symptoms. No appointments should take place with a client who may have Covid-19.
 - Talk to neighbouring businesses about how queues outside premises will be managed.
 - If necessary ensure a member of staff is available and trained to manage a queue during opening hours.
 - Promote travel by staff and customers other than by public transport – make car parking or cycle racks available if possible.
 - Put in place a system that allows you to keep records of staff rotas and client bookings for at least 21 days in order to support the NHS Test & Trace system.

What hours can I reopen?

- Once the measures above are in place, premises can reopen for their normal operating hours.
- To enable social distancing and meet regulations, businesses may need to consider alternative methods for delivering their service e.g. changing trading hours, offering a ‘click and collect’ service for products and/or an appointments service where customers visit.
- Any changes to trading hours or operating procedures should be effectively communicated to customers, including through social media if appropriate.

What will happen if I am unable to operate safely?

- It is the responsibility of the business to ensure that the premises operate safely, and take immediate action when this is not the case, up to and including closure.
- If premises do not operate safely, including meeting social distancing and cleaning regulations, enforcement action may have to be taken. This could include the forced closure of premises.
- It might be necessary to temporarily close in order to safely correct any problems you, your staff or officials have identified.

What if I work from home or visit clients in their own homes?

- Government has produced specific guidance on this subject which is available at:
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>
- The principles of this guidance will still apply, though if you work at home you will need to consider how you can ensure your own property (or the part of it you use for business) can be made Covid-19 secure.
- If you visit clients, you will need to consider each property individually and think about how you can keep yourself (and others) safe.
- In either case, you will need to think about effectively cleaning all equipment at the start and end of each day and in between clients and also consider what PPE is appropriate.

Where can I get further advice and guidance if I need it?

- Government advice for businesses during Covid-19 is available at:
<https://www.gov.uk/coronavirus/business-support>
- Latest Government advice on social distancing is available at:
<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>
- Advice and guidance from Wakefield Council is available at:
<https://www.wakefield.gov.uk/about-the-council/coronavirus-information>
- The Wakefield Council contact centre is available by phone on 0345 8 506 506 or by email to: customerservices@wakefield.gov.uk
- Support services for Wakefield district businesses are available here:
<https://www.wakefield.gov.uk/business/coronavirus---help-for-businesses>
- West Yorkshire Police Community Alert system provides free crime prevention and other advice and alerts. It can be registered for online here: <https://www.wypcommunityalert.co.uk>
- West Yorkshire Fire and Rescue - <https://www.westyorksfire.gov.uk>
- HSE - <https://www.hse.gov.uk/news/coronavirus>
- Business Representative Organisations and Trade Associations providing coronavirus related support for specific sector:
<https://www.gov.uk/guidance/coronavirus-support-from-business-representative-organisations-and-trade-associations>
- More information on managing risk, including a risk assessment template and some completed examples for a variety of sectors can be found at: <https://www.hse.gov.uk/simple-health-safety/risk/>
- National Hair & Beauty Federation – FAQ's
<https://www.nhbf.co.uk/news-and-blogs/blog/coronavirus-faqs/#renter>

We've also included some additional guidance and frequently asked questions in this document which hopefully deal with key elements of your business model.



Cleaning Checklist

| Date | Action | Complete Y/N | Signature |
|------|--|--------------|-----------|
| | Have the premises being thoroughly cleaned before reopening? | | |
| | Have areas which need enhanced cleaning during working hours been identified - such as door handles, workstations, counters, toilets and other touch points? | | |
| | Has the cleaning schedule been updated to take into account the changes? | | |
| | Is there a requirement for personal cleaning products to be made available for customers and staff (e.g. hand sanitiser)? | | |
| | If yes, are they easily available and clearly signposted? | | |
| | Are procedures in place for the enhanced cleaning of premises outside of trading hours? | | |
| | Are procedures in place to tackle any risks of increased littering outside of the premises? | | |
| | Are all staff aware of and understand any enhanced cleaning duties? | | |

Health and Safety Checklist (Premises only)

| Date | Action | Complete Y/N | Signature |
|------|--|-----------------|-----------|
| | Have you undertaken a risk assessment in line with current government guidelines? | | |
| | Are all statutory inspections up to date, including food safety and hygiene inspections, where appropriate? | | |
| | Are all alarms in working order? | | |
| | Are all gas and electric systems in working order and up to date? | | |
| | Are all fire appliances in place and up to date? | | |
| | Is first aid equipment in place and up to date? | | |
| | Is the appropriate paperwork to demonstrate the above available on site? | | |
| | Can customers and staff safely enter and exit the premises, with appropriate social distancing? | | |
| | Can customers safely queue outside of the premises, with appropriate social distancing? | | |
| | Are aisles, payment points and similar areas adequately spaced to allow safe movement and appropriate social distancing? | | |
| | Are all staff aware of and do they understand their health and safety, duties including alarm and evacuation procedures where appropriate? | | |



Businesses working in close contact with customers - Additional guidance

Risk assessments

Before reopening, all businesses should carry out a Covid-19 specific risk assessment.

All employers have a legal responsibility to protect workers and others from risk to their health and safety. This means thinking about the risks they face and doing everything reasonably practicable to minimise them. It is important to recognise that the risks associated with the virus cannot be completely eliminated.

You will probably have risk assessments in place already, whether or not they are written down. These should be reviewed while you think about the specific risks posed by Covid-19. You should also consider the security implications of any decisions and control measures that you intend to put in place.

All businesses must consult on the risk assessment with the Health and Safety representative selected by a recognised trade union for their workplace or, if there isn't one, a representative chosen by workers. The employer cannot decide who the representative will be.

The results of the risk assessment must be shared with the workforce. If possible, businesses should publish the results on their website (and the Government expects all employers with over 50 workers to do so). It is advised this is displayed in the workplace.

Social distancing

Customers and staff will need to maintain a safe distance from each other to minimise the risk of virus transmission.

Where possible this should be 2 metres. Where closer contact is needed to carry out essential business activities, facial coverings for staff and other appropriate barrier and safety methods should be put in place (see later section).

All premises should assess how this can be done, and ensure that staff and customers are aware of the rules in place inside and outside the premises and follow these rules.

General social distancing measures could include, but are not limited to:

- Perspex or other screens between staff and customers.
- Floor markings and signs to mark out social distancing boundaries, especially at tills or other customer service points.
- Payments accepted by card, ideally contactless, wherever possible.
- A maximum number of customers inside your premises at any time.
- Moving/removing existing tills or other workstations or placing barriers between them.
- Queueing systems and signage for entry into the premises marked to show queueing e.g. on the ground.
- Separate doors for customers to enter and exit premises.
- Rearranging furniture, stock or payment counters inside a premises to support socially distanced movement and entrance/exit.

Social distancing and safety measures must be clearly communicated to all staff and customers. All staff should understand the social distancing measures in place on the premises and be able to communicate these to customers and ensure they are followed.

You will need a process in place to ensure that these measures are respected both by staff and customers. **It's in everyone's interest.** There should be a zero tolerance approach to verbal and physical abuse, with clear measures in place to protect staff.

You might want to consider creating and publicising a 'charter-style' document that covers the key rules and restrictions associated with social distancing as your business re-opens. The Hairdressers Journal International (HJI) have produced an example:

<https://www.hji.co.uk/wp-content/efs/2020/05/HJ-COVID-19-Salon-Guidelines-1.pdf>

Working with customers - minimising the risk of transmission

Many close contact services will require staff to be closer to clients than the recommended 2 metres. If this is necessary, additional mitigations to reduce the risk of transmission include:

- Any staff member who needs to be closer than 2m to a client to carry out a service must wear a visor. Face coverings are insufficient.
- Staff should keep a minimum of 1m separation (operating 'at arms' length') from other staff and customers wherever possible.
- Working areas should be back-to-back or side-by-side rather than face-to-face. If this is not possible, workstations should be taken out of use to limit the time staff are face-to-face (this is the highest risk scenario).
- Use screens or barriers to separate clients from one another.
- Limit the time taken to complete the activity/service as far as is possible.
- Limit the sharing of equipment. Prevent it where possible and ensure all equipment is cleaned between uses.
- Staff should have a fixed workstation wherever possible. As a minimum, staff should work in a fixed area which means they can be grouped.
- If a service cannot be offered without face-to-face work, consider if that service needs to be offered. The closer a person is to another's face, the greater the risk of transmission.
- If the face-to-face service is essential to your operation, refer to industry guidance and consider carefully how you can mitigate the high level of risk.



Staff working arrangements

[This section also applies to those whose business operates from their home or visit client's property]

- If any staff can carry out their work from home – they should do so.
- Some staff may offer services from home or as part of visits to clients in addition to their main role, you could consider if this should become a larger part of your offer.
- If you already offer this service or plan to do so, look at the Government guidance about visiting client's homes. **You will need a risk assessment for the process.**
- If staff are visiting clients, agree with those who carry out the function how they will apply your risk assessment when they arrive at an address.
- If your staff work from home, risk assessment may be easier, though they may need to make changes to how they operate and which room they use.
- Among other things, you will need to consider:
 - Can you minimise or avoid the high risk face-to-face scenario as easily?
 - What PPE do you need to provide?
 - Can your employee ensure that only the person receiving the service is in the room in order to limit transmission risk?
 - How will this affect children and related safeguarding concerns?
 - How can you ensure that the room/environment your employee is working in is clean?
 - Can you ensure that equipment is effectively cleaned between clients?
 - What toilet and handwashing facilities are available?

Customer toilets

Toilets **can** be made available for use if this can be done safely.

- Signs can help to relay key messages such as the need to ensure handwashing lasts for 20 seconds, to avoid touching the face and to apply 'catch it, bin it, kill it'.
- Consider maximum numbers of users where toilets can be used by more than one customer at a time. Consider the potential for queues and how this will affect other distancing measures.
- Ensure frequent and proper cleaning of toilets and have a rota or schedule of toilet cleaning times displayed in a prominent location.
- Ensure there is adequate ventilation to the toilet space (this also applies to your wider premises).
- Make sure toilet areas are well stocked with supplies such as paper towels and hand soap or sanitiser for those using them.

Waiting rooms/lobbies

- Ensure seating is arranged so waiting clients are 2m apart. Use tape/floor markings/posters as necessary and remove/rearrange seating to assist.
- Ensure appointments run to time and avoid overlaps.
- Ask clients to arrive at their appointment time or at a specified time before the appointment.
- Do not allow eating or drinking on the premises, except bottled water or water provided in disposable cups.
- Venues should also take steps to avoid people needing to raise their voices, as this can lead to the spread of the virus more easily. This might mean switching off any music that normally plays in your waiting area or in the wider salon.

Supporting Test & Trace

- Using an appointment system which collects and retains client contact information for 21 days after their visit will be crucial to this, as will the retention of any staff rotas.
- Businesses will need to consider the requirements of Data Protection legislation and to make it clear to customers why and how the information is being held.
- Information should be stored securely and destroyed when it is no longer needed.
- Support your workers to heed any notifications to self-isolate and provide support to these individuals when in isolation.

Equality and vulnerabilities

- When making alterations to your workplace, you will also need to consider Equality legislation. It is illegal to discriminate against a person because of their age, sex, disability, race or ethnicity. Employers also have specific responsibilities towards new or expectant mothers.
- It will be important to consider how these requirements are affected by measures to support social distancing as part of your risk assessment.



Frequently Asked Questions (FAQs) - A useful summary

Do I have to undertake a risk assessment?

- Yes. Failure to complete a risk assessment which takes account of Covid-19, or completing a risk assessment but failing to put in place sufficient measures to manage the risk of Covid-19, could constitute a breach of Health and Safety law.
- Government has warned that regulators are carrying out compliance checks nationwide to ensure that employers are taking the necessary steps.

How can I keep my customers safe?

- Carry out a full risk assessment before reopening.
- Make hand sanitiser etc. available for customers and clients.
- Set up a client appointments system where appropriate.
- Ensure waiting areas, and areas around tills, counters, entrances and exits are suitably marked to enable social distancing.
- Frequently clean all areas, counters etc. which customers and staff can come into contact with.
- Ensure a socially distanced queueing system outside the premises, with staff available and trained to manage queues where necessary.
- If you can, inform your customers in advance of the arrangements in place at your business.
- Ensure social distancing measures are adhered to by staff and customers and take action where it becomes apparent this is not possible/not happening.
- Minimise background noise so that staff and customers do not need to raise their voices to be heard.

How can I support social distancing within my premises?

- Define the number of customers that can reasonably follow social distancing within the premises. Take into account total floor space as well as likely pinch points and busy areas.
- Make sure workstations and service points can handle socially distanced customers, by installing queueing systems and making sure workstations or service points are suitably distanced within the premises.
- Limit the number of customers in the premises, overall and in any particular congestion areas, for example doorways between outside and inside spaces, using floor tape or paint to mark areas within the premises to help people keep to a safe distance.
- Rethink demonstrations and promotions to minimise direct contact and to maintain social distancing.
- Review incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.
- Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
- Look at how people walk through the premises and how you could adjust this to reduce congestion and contact between customers.

How should I set out any queueing signs/markers outside my premises?

- Where the queueing is on the public highway, barriers, physical queueing systems, physical signage units, A-Boards etc. should not be used. The queueing area should be no more than 0.5m from the building frontage, where the overall width is 3m or more. If less space is available then no markings should be provided and queueing should be managed by your staff.
- The queueing area marked out should only be directly in front of the property owned or rented by your business.
- If you think that you require an area wider than your frontage, then this should be done in agreement with your neighbouring businesses.
- Any ‘markings’ must be temporary and removable, such as tape, vinyl or chalk spray.
- Use a colleague to meet customers, explain the social distancing requirements within the premises and control the number of customers entering the premises at any one time.

What actions should I take with vulnerable customers?

- Consider designated hours for vulnerable and older customers, and prioritising them for on line orders and appointments.
- Ensure hand sanitising products etc. are within reach of disabled customers.
- Ensuring lifts etc. are still available for disabled customers and that those with guide dogs can still access the premises
- Ensure disabled visitors can safely access toilet facilities.
- Ensure staff are briefed to support customers with issues around queueing and/or social distancing within the premises.



What actions should I take to keep staff safe?

- As a starting point, make every reasonable effort to enable working from home as a first option.
- Provide visors for staff working in close proximity to customers and ensure they are used.
- Review layouts to allow workers to work further apart from each other.
- Install perspex screens up at tills/service and information points.
- Install facilities to permit increased frequency of hand washing and sanitising by staff, and surface cleaning, during trading hours.
- Use screens or barriers to separate people from each other.
- Use back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- Reduce the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
- Reduce movement by discouraging non-essential trips within buildings, for example restricting access to some areas encouraging use of radios or telephones where permitted. (These items will require cleaning between users if multi-use).
- Minimise contacts around transactions, for example, considering using contactless payments instead of cash handling.
- Stagger break times to reduce pressure on the staff break rooms or places to eat.
- Use safe outside areas for breaks.

Should staff wear face masks?

- Any staff member who needs to be closer than 2m to a client to carry out a service must wear a visor. Face coverings are insufficient.

What are the cleaning guidelines for my premises?

- Government guidelines for close contact settings can be found at: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services>
- Frequently clean all workstations, counters, work areas and equipment between uses, using your usual cleaning products.
- Frequently cleaning objects and surfaces that are touched regularly, including self-checkouts, trolleys, coffee machines, betting machines or staff hand held devices.
- Make sure there are adequate disposal arrangements for cleaning products.
- Clear workspaces and remove all waste and belongings from the work area at the end of a shift. If you are cleaning after a known or suspected case of Covid-19 then refer to the specific guidance:
<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

What if a member of my staff or a customer develops symptoms of Covid-19?

- It would be useful for you to familiarise yourself with the guidance around test and trace, and keep up to date with any changes. The guidance can be found here:
<https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance>
- If anyone develops symptoms of Coronavirus in the business or workplace they should be sent home and advised to follow the Government's stay at home guidance and order a test.
- If there is more than one case of Coronavirus associated with a workplace, employers should contact their local health protection team to report the suspected outbreak. You can find your local health protection team here: <https://www.gov.uk/health-protection-team>
- All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including: objects which are visibly contaminated with body fluids; all potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells. Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings.
- It is not necessary to close the business or workplace or send any staff home unless Government policy changes, or unless you are advised to do so in the event of an outbreak.
- Remember that you may get approached by the NHS Test and Trace service for details of staff and customers to help contain clusters and outbreaks of the virus. Keeping temporary records of customers and visitors will assist should this information be needed.



UK Government advice for businesses by type and sector

Outdoor working guidance

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/construction-and-other-outdoor-work>

Factories and warehouses

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/factories-plants-and-warehouses>

Restaurants, pubs, bars and takeaway services

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

Food businesses

<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

Hotels and other guest accommodation

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

Heritage locations

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations>

Offices and contact centres

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

Working in, visiting or delivering to other people's homes

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

Shops, branches or stores

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

Close contact services

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services>

People who work in or from vehicles, including couriers, mobile workers and lorry drivers

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/vehicles>

Indoor and outdoor attractions, and business events and consumer shows

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy>

Labs and research facilities:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/labs-and-research-facilities>

Travel guidance for passengers

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

- You should wear a face covering while travelling.
- Some people may not be able to wear a face covering, for example young children, people with breathing difficulties and people whose disabilities makes it difficult for them to wear a face covering.
- Where possible, book travel online through a ticketing app or website. Consider contactless payment to buy tickets.
- Wait for passengers to get off first before you board.
- Ensure you maintain social distancing, where possible, including at busy entrances, exits, under canopies, bus stops, platforms or outside of stations.
- Be prepared to queue or take a different entrance or exit at stations.
- Wait for the next service if you cannot safely keep your distance on board a train, bus or coach.
- Respect other people's space while travelling.
- Avoid consuming food and drink on public transport, where possible
- Be aware of pregnant, older and disabled people who may require a seat or extra space.
- Be aware that some individuals may have hidden disabilities.



