

COVID-19 action guide for Retail

When should this guide be used?	Where/who does it apply to?
<p>‘General guidelines’ (see below) should be followed at all times to reduce the risk of contracting COVID-19. They should support, not replace, discussion with Environmental Health teams, local authorities, and Local Community Infection Prevention and Control (IPC) Teams.</p> <p>‘Actions in an outbreak’ (over the page) are additional actions that may be carried out if there is a suspected or confirmed outbreak of COVID-19.</p>	<ul style="list-style-type: none"> • Applies to those who work in Retail • Potential employees / individuals that will be affected by this guidance: all those involved in Clothing stores, charity and antique shops, homeware and carpet stores, showrooms, electrical goods, phone shops, florists, tobacco and vape shops, betting shops and car washes.
<h3>Priority Actions to prevent the spread of COVID-19:</h3>	
<p>Refer to the Working safely during coronavirus guidance (listed over the page) that has practical steps you can take. These should complement – not replace – steps you have already taken with Environmental Health teams, local authorities, and Local Community Infection Prevention and Control (IPC) teams.</p> <ul style="list-style-type: none"> • Carry out a COVID-19 risk assessment: refer to HSE guidance (listed over the page) and consult your staff or trade unions • Develop cleaning, handwashing and hygiene procedures: by ensuring hand wash basins are fully stocked and hand sanitiser is available. Increase the frequency of the cleaning and disinfection of objects and surfaces that are touched regularly. • Maintain 2m social distancing, where possible: put up signs to remind staff of social distancing guidance. If 2m distance cannot be kept then additional measures could be used, for example, staff wearing a face mask or shield, etc. • Take part in Test and Trace. All betting shops are legally required to keep a record of visitors, staff and customers for 21 days, Other retail should keep a record of staff and contractors (not customers) for 21days. • Turn people away who are displaying Covid symptoms. 	
<h3>Further guidelines to prevent the spread of COVID-19</h3>	

- **Social distancing at work** - for example:
 - Implement a one-way system
 - Use barriers or screens to separate customers/staff from each other
- **Managing your customers, visitors and contractors:** Face coverings are mandatory when visiting the premises (unless exempt) and should not be removed, you can remind customers by displaying signage at the entrance and around the premises
- Use markings on the floor to manage queues both inside and out
- **Cleaning the workplace and management of waste:** For example, regular and thorough cleaning of all pay stations and hand contact surfaces.
- Setting clear use and cleaning guidance for toilets.
- You should refer to specific guidance on [cleaning in non-healthcare settings](#) (listed over the page):

Workforce management:

- Minimising contacts around transactions, for example considering using contactless payments
- Ensure staff that work in customer facing areas, wear a face covering (unless exempt)
- Reduce capacity numbers to ensure customers can socially distance whilst at the premises
- Staggering shift start times minimising employee congregation at entrances and exits
- Reducing the number of people each person has contact with by using fixed teams or partnering
- Ensure the premises is well ventilated
- Keep music or background noise to a minimum to stop customers from speaking loudly or shouting
- Ensure Covid training is undertaken for staff, this could include, the use of cleaning and disinfecting PPE, new ways of working etc
- **Inbound and outbound goods:** For example, considering methods to reduce frequency of deliveries, like ordering larger quantities less often ensuring suitable storage facilities are available
- **Travelling to and from work:** People from a household or [support bubble](#) (www.gov.uk/guidance/meeting-people-from-outside-your-household#making-a-support-bubble-with-another-household) can travel together in a vehicle.

Where you can find more information:

- **Working safely during coronavirus** - www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely
- **Retail-** <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>
- **Cleaning in a non-healthcare setting** - www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings
- **NHS test and trace: workplace guidance** - www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance
- **HSE Guidance** - www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm
- **Social distancing-** <https://www.gov.uk/government/publications/how-to-stop-the-spread-of-coronavirus-covid-19/how-to-stop-the-spread-of-coronavirus-covid-19>

Actions in an outbreak: what you should do if you suspect an outbreak

When should I suspect an outbreak? People with symptoms (see [Guidance for households with possible or confirmed coronavirus \(COVID-19\) infection – see above](#)) should stay home and not come to work, and access testing as stated in current advice. Advice and information provided through contact tracing should be followed by all individuals with symptoms and anyone they have been in contact with.

There is a risk of infection being passed from person to person if someone has:

1. **Symptoms of COVID-19:** (new persistent cough, fever, or a loss of sense of smell and/or taste) or
2. **Confirmed COVID-19:** has received a positive test result for COVID-19 ([Guidance for households with possible or confirmed coronavirus \(COVID-19\) infection](#)- listed over the page) This risk of passing on COVID-19 is highest if the contact occurred either:
 - 48 hours before the individual developed symptoms or tested positive for COVID-19; or
 - Up to 7 days after developing symptoms or testing positive for COVID-19

Other useful documents:

- [COVID-19: getting tested - \[www.gov.uk/guidance/coronavirus-covid-19-getting-tested\]\(https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested\)](https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested)