

**Trading Safely – Checklist for Retailers**

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

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

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| **Do all of the following things**  **wherever possible** | **Done** | **Not Applicable** | **Give further details of how you do this** | **What else needs to be done?**  **Including actions identified by reviewing Officers** |
| Examples: |  |  |  |  |
| *Set a limit on the number of people allowed into your shop at the same time* | *√* |  | *4 at a time* |  |
| *Decide which member(s) of staff are going to control the door and how they will do this* | *√* |  | *Designated person on the door – either Sam or Vicky.* |  |
| Control the **entry** and **exit** of customers into your premises |  |  |  |  |
| 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 |  |  |  |  |
| **Do all of the following things**  **wherever possible** | **Done** | **Not Applicable** | **Give further details of how you do this** | **What else needs to be done?**  **Including actions identified by reviewing Officers** |
| 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 queuing 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 |  |  |  |  |
| If your customer’s hands are clean when they enter, the cleaner your stock will remain and reduce the chance of transmitted infections.  Provide a cleaning station for baskets / trollies / hands.   * Ensure you have the correct cleaning products and instruct people how to use them. * Put up a sign at the station to tell people when and how to use the cleaning station (e.g. sanitised hands before entering) * Ensure your hand sanitiser is minimum alcohol content of 60+%   \*\* please see the section at the end on cleaning for further information. |  |  |  |  |
| Remove any baskets / trolleys that cannot be cleaned (e.g. in a damaged condition) |  |  |  |  |
| **Do all of the following things**  **wherever possible** | **Done** | **Not Applicable** | **Give further details of how you do this** | **What else needs to be done?**  **Including actions identified by reviewing Officers** |
| When people are shopping |  |  |  |  |
| Make as much space as possible in your shop for people to move around.   * Clear products from the floors of the aisles * Remove freestanding displays * Remove displays and items for sale around the tills |  |  |  |  |
| 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 |  |  |  |  |
| **Do all of the following things**  **wherever possible** | **Done** | **Not Applicable** | **Give further details of how you do this** | **What else needs to be done?**  **Including actions identified by reviewing Officers** |
| When people want to pay |  |  |  |  |
| Maintain a 2-metre distance between the customers and staff members where possible |  |  |  |  |
| Fitting rooms should remain closed, you may wish to review your returns policy to accommodate this. |  |  |  |  |
| You should review how you are going to handle returns/refunds and maintain social distancing and minimal contact of the product being returned. |  |  |  |  |
| Remove as many items from around the till as you can to create space and reduce the risk of items becoming contaminated |  |  |  |  |
| Install ‘cough and sneeze shields’ to protect staff at service counters and checkouts |  |  |  |  |
| Ask customers to use contactless payment instead of using cash |  |  |  |  |
| Every time you take cash payments, you must wash your hands afterwards. After cashing up wash your hands. |  |  |  |  |
| **Do all of the following things**  **wherever possible** | **Done** | **Not Applicable** | **Give further details of how you do this** | **What else needs to be done?**  **Including actions identified by reviewing Officers** |
| Handwashing |  |  |  |  |
| Staff must wash their hands regularly throughout the day with soap and hot water for at least 20 seconds and dry with a disposable paper towel |  |  |  |  |
| Decide when staff are going to wash their hands e.g. before opening up, after handling money, before and after restocking shelves, before and after breaks. |  |  |  |  |
| How will you tell staff to wash their hands e.g. training, reminders, posters. |  |  |  |  |
| Cleaning |  |  |  |  |
| Identify and regularly clean all the things that customers are touching such as debit card PIN pads, door handles, handrails handles, customer toilets etc.  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 |  |  |  |  |
| Make sure your premises is tidy and easy to clean e.g. keep counter tops clear, floors clear of stock, unused shelving removed. |  |  |  |  |
| **Do all of the following things**  **wherever possible** | **Done** | **Not Applicable** | **Give further details of how you do this** | **What else needs to be done?**  **Including actions identified by reviewing Officers** |
| Looking after your staff |  |  |  |  |
| At the start of every shift ensure that staff are fit and well for work. Check that your staff should be at work e.g. not over 70, no underlying health conditions etc. |  |  |  |  |
| Review work schedules to reduce number of workers on site, or in any particular area of the business at any one time.   * Can staff work at home * Can staff go home for lunch |  |  |  |  |
| Ensure that staff keep 2 meters apart from other staff and customers when working, where possible.   * Can staff work in different areas of the shop? * Can you close the shop to re-stock the shelves? |  |  |  |  |
| Organise staff breaks so that social distancing can be maintained in your staff amenity/changing rooms. Consider timings of breaks, using different areas, can staff go home for breaks. |  |  |  |  |
| Limit the use of shared equipment e.g. microwaves and kettles. |  |  |  |  |
| Making deliveries to customers |  |  |  |  |
| Take orders over the phone or online rather than in person |  |  |  |  |
| Ask customers to pay by card at the point ordering |  |  |  |  |
| **Do all of the following things**  **wherever possible** | **Done** | **Not Applicable** | **Give further details of how you do this** | **What else needs to be done?**  **Including actions identified by reviewing Officers** |
| If you are taking a mobile card payment machine out with you to make the delivery it must be cleaned between customers |  |  |  |  |
| If you have to take cash payments ask the customer to have the correct amount of cash ready, if they require change establish a procedure where money can be exchanged whilst maintaining a 2-metre distance. (can it be placed in a specific location) |  |  |  |  |
| Encourage online sales where possible and design a system for collection that minimises contact between shop staff and the customer e.g.   * Provide a time for the customer to arrive to collect * leave the delivery outside the shop or in a designated ‘low risk’ area of the premises * customer leave returns outside or into a ‘low risk’ area of your shop |  |  |  |  |
| **Do all of the following things**  **wherever possible** | **Done** | **Not Applicable** | **Give further details of how you do this** | **What else needs to be done?**  **Including actions identified by reviewing Officers** |
| Additional things that my business does |  |  |  |  |
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**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.
* Frequently touched surfaces should be cleaned and disinfected regularly-at least every **2 hours**.
* 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](https://www.rsph.org.uk/uploads/assets/uploaded/942ce2bb-cdd0-41d4-9a3cdc84adb07aa6.pdf)
* [www.food.gov.uk/business-guidance/cleaning-effectively-in-your-business](https://www.food.gov.uk/business-guidance/cleaning-effectively-in-your-business)

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| **CLEANING SCHEDULE Week Commencing \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | |  |  |  |  |  |  |  |
|  | **TASK** | **PRODUCT** | **FREQUENCY**  **(at least)** | **Mon** | **Tues** | **Wed** | **Thurs** | **Fri** | **Sat** | **Sun** | **Initial** |
| **1** | Screens on self-service checkouts. |  |  |  |  |  |  |  |  |  |  |
| **2** | Debit card PIN pads. |  |  |  |  |  |  |  |  |  |  |
| **3** | Keypads on tills. |  |  |  |  |  |  |  |  |  |  |
| **4** | Trolley/basket handles. |  |  |  |  |  |  |  |  |  |  |
| **5** | Handles and hand rails on shop floor. |  |  |  |  |  |  |  |  |  |  |
| **6** | Hand contact surfaces in back of house. |  |  |  |  |  |  |  |  |  |  |
| **7** | Door handles/light switches. |  |  |  |  |  |  |  |  |  |  |
| **8** | Handles on cupboards behind counters. |  |  |  |  |  |  |  |  |  |  |
| **9** | Toilets and taps, light switch, door handle, etc. |  |  |  |  |  |  |  |  |  |  |
| **10** | Staff facilities, e.g. microwave handles, kettle, doors of fridge/cabinets, etc. |  |  |  |  |  |  |  |  |  |  |
| **11** | Tables and work tops |  |  |  |  |  |  |  |  |  |  |
| **12** | Computer keyboards |  |  |  |  |  |  |  |  |  |  |
| **13** | Tils |  |  |  |  |  |  |  |  |  |  |
| **14** | On site ATMs |  |  |  |  |  |  |  |  |  |  |
| **15** | Front door handle |  |  |  |  |  |  |  |  |  |  |
| **16** |  |  |  |  |  |  |  |  |  |  |  |
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| **PAGE SIGNED OF BY MANAGER …………………………………………………** | | | | |  |  |  |  |  |  |  |
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