



One Rehab's Guide to COVID-19 Safe Retail

We at One Rehab are here to support our retailers every step of the way, and have consequently provided a compressed version of the key aspects of new guidance issued to shops, and in particular towards mobility shops to COVID-19 safe retail. We also highly recommend going to <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches> and reading the full government guidelines. Details Correct as of Government advice from 25th May 2020.

o Carry out a COVID-19 Risk Assessment

Each business is required to carry out an appropriate risk assessment, and this must be done in consultation with employees. For retailers with 5+ employees, this needs to be a written safety assessment. A local authority or the Health and Safety Executive can take action if you are failing to comply with relevant public health legislation and guidance, including issuing enforcement notices. Key areas have been highlighted which should be addressed including the following:

- Increase handwashing frequency and surface cleaning
- Encourage staff to work from home, or, when not possible, maintain two-metre social distance guideline in shops
- Consider whether particular activities that cannot be carried out from home or within social distancing guidelines need to continue for the company to operation, and, if so, take all actions possible to reduce risk further.
- Actions that can be implemented to further mitigate risk for those particular activities in the previous step, including limiting the time of the activity to be as short as possible, using screens/ barriers as well as 'fixed teams' to carry out certain work
- Determine if particular activities that require people to work face-to-face with more than a small group of fixed partners can take place safely as no employee "is obliged to work in an unsafe work environment"
- Those that employ individuals with a disability, the risk assessment should have particular regard to employees especially vulnerable

O Share risk assessment with employees, and publish on website & put up your COVID-19 Secure sign in the showroom(s)

We highly recommend printing and using the government PDF to display in your shop to give peace of mind to your customers. This can be found on the following link: <https://assets.publishing.service.gov.uk/media/5eb966c8d3bf7f5d3e24afb7/staying-covid-19-secure.pdf>

Review you're Employees Necessity & Wellbeing

- Determine who is essential, and who can work at home, those that are extremely vulnerable are strongly advised not to work outside home by the government. Those that should 'shield' rather than being 'extremely vulnerable', should work from home or take extra care in observing social distancing.
- Provide equipment necessary for people to work safely from home, including access to work systems.
- Monitor the wellbeing of staff working from home, keep them connected.

○ Ensure you are social distancing in Shops

Government guidance stresses this is in place in ALL areas of business. They recommend the following points to be introduced in shops:

- Stagger employee arrival and departure times to limit contact and crowding
- Provide additional parking or facilities to help individuals to walk and cycle to work, as opposed to using public transport
- Reduce congestion by making more entry points available into and out of stores
- Use a one-way system with floor markings throughout the building, use floor tapes to help people keep a 2m distance.
- Provide hand washing facilities/hand sanitiser at entrance and exits
- Limit access to certain areas to reduce movement
- Limit lift occupancy but ensure it is prioritised for those with disabilities. Provide hand sanitiser.
- Regulate use of high traffic areas in buildings to allow for social distancing to take place.
- Workstations (e.g. tills) should be assigned to a single individual where possible, if not shared by a limited number of people. Keep stations 2m apart (e.g. close the middle till)
- Introduce screens to protect staff in reception areas and other points of contact e.g. tills
- MOBILITY RETAILER SPECIFIC: rethink demonstrations and assessments of products, and ensure each product is thoroughly sanitised between each customer.
- Encourage customers to shop alone where possible, unless they need specific assistance.
- Use outside premises for queuing where available.

○ Limit handling of products and cash

Government guidance outlines further steps from the above:

- Limit handling of merchandise through different display methods, new signage or rotation of high-touch stock
- Put in place a pick-up and drop-off collection where possible, rather than passing them hand-to-hand
- Enforce staggered times for collection, with a 2m distance safe que.
- Set up 'no contact' return procedure, where customers can return goods to a designated area and encourage contactless refunds
- Keep returns separate from displayed merchandise to reduce likelihood of transmission from touch
- Provide guidance on how workers can safely assist customers with handling large-item purchases
- Store items that have been returned/brought in for repair/extensively handles in a container/ separate room for 72 hours/clean with usual cleaning products before displaying them. Dispose used cleaning products normally.
- Consider placing protective coverings on large items that may require customer testing for use.
- Clean touchpoints after each use or handover.

○ Check your need for PPE

PPE may be essential for mobility retailers that need to offer assessments. The additional protection that PPE provides is limited. If your risk assessment shows that PPE is required, then you must provide it free, and it must fit properly.

Face Covering Guidelines: They are not required by law, but those wanting to wear one should wash hands thoroughly with soap and water before putting it on and after removing, and continue to wash hands regularly. Avoid touching face or face covering. Change it if it becomes damp, or the user has touched it. If washable, wash in line with manufacture's instructions, if not washable dispose of carefully in usual waste. Practice social distancing wherever possible.

○ Communicate Clearly to Employees

It is essential that staff are informed and aware of new ways of working by providing clear and consistent communication. Companies should look to develop communication and training manuals prior to workers returning, especially on new procedures for arrival at work.

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