

### Key things to keep in mind:

The infection is spread by people and places  
Person to Person  
Person to Surface

### Three elements to consider:

Physical distancing  
Surfaces  
Point of Sale

Communication is key for a smooth process in order to keep employees, customers and providers up to date with your policies and to have measures in place to help provide reassurance, meet expectations, minimise anxiety and make a simple transition.

### Review your staff policies

Staff and schedule plan  
Risk assessments  
Internal communications

- Review safety processes and risk assessments in place for employees in line with national government guidance on COVID Secure business
- Create a staff plan to reflect working from home, return to work, fixed teams on shift patterns, flexible working and potential support to work from home
- Consider:
  - Prioritising working from home
  - Vulnerable staff
  - Safe commuting available
- Circulate new policies, health measures and timescales with staff and across the Workplace
- Devise advice on safe commuting
- Order the necessary PPE for staff to undertake their work safely. The BID can help you source it.
- Check if your staff can apply to be tested.  
<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>

### Check your premises

Policies review  
SLA review  
Facility inspections

- Review:
- Internal policies to meet with landlord, managing agency and/or head office policies and guidance
  - Heating, water, ventilation, air conditioning and mechanicals ahead of re-opening
  - Fire/Life Safety systems
  - SLA cleansing services and frequency
  - Security measures for your business

Please see current UK Government's COVID-19 Secure Guidelines available on [gov.uk/guidance/working-safely-during-coronavirus-covid-19](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)

And the latest from HSE:  
<https://www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm>

### Introduce physical distancing

Health and safety checks  
Office traffic management  
Access points

- Identify and control access points for staff, customers and providers, consider one-way systems to allow for distancing
- Work with your local authority, BID and/or managing agency/landlord regarding support for managing potential issues with queuing or access
- Display health and safety policies in place across the workspace
- Provide PPE as required by the risk assessment
- Encourage increasing the frequency of hand washing
- Limit face-to-face meetings and use alternative technology
- Apply social distancing on:
  - Office space
  - Separation panels, alternate seating spaces
  - Communal areas
  - Reduce maximum capacity allowed and introduce flexible time slot usage
  - Customer facing areas
  - Display social distancing spaces
  - Consider protective measures for employees where necessary

### Review surfaces & point of sale

Cleansing plan  
Sanitising availability  
Minimising risks

- Review cleansing plan including potential new areas, hot spots, services, frequency and appropriate products recommended by Public Health England
- Disable touchscreens, consider low-touch or no-touch switches, doors, drawers and other fittings
- Remove high-touch shared tools such as whiteboard markers and remote controls
- Consider restocking with food/beverage single-serving items
- Provide sanitiser and cleansing products
- Implement a clean desk policy
- Identify safe storage areas for personal items
- If possible, designate a specific enclosed room to isolate any person identifying themselves with symptoms