

RESTARTING YOUR BUSINESS

CONSIDERATIONS FOR RETAIL



Your customers



Provide clear signage outside and inside of the premises to explain the social distancing measures that customers should follow.



Limit the number of customers allowed within the premises at any time.



Encourage cashless purchasing.



Provide markings and signage to assist with queue spacing requirements both inside and outside of the premises, taking into account traffic management and pedestrian segregation.

Cleaning

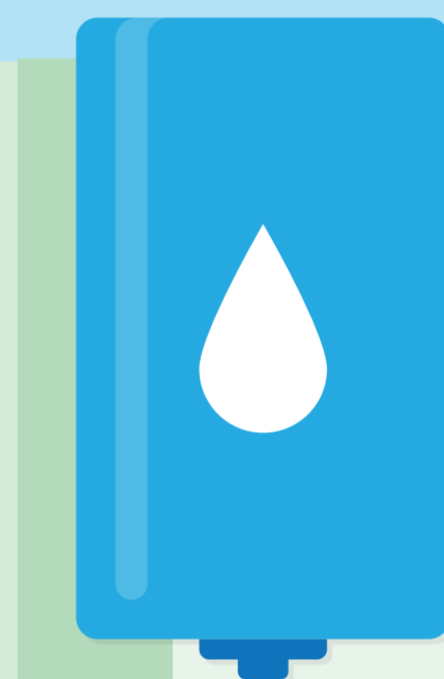


Consider providing cleaning stations at entrance and exit points and other strategic locations with signage to remind customers and employees of the importance of washing hands and hygiene.

also...

Establish cleaning, disinfection and sanitisation procedures for trolleys and baskets used by customers, and trolleys / cages used by employees for carrying stock.

Ensure regular cleaning of touch points including door handles, lift buttons, keypads, stair and escalator handrails etc.



Buildings and working practices

Install physical barriers and screens at tills which should be subject to appropriate cleaning and disinfection.



Remove customer seating.



Establish pick-up and drop-off collection points to reduce the need to pass products from hand-to-hand.

Deliveries and vehicles



Establish safe working procedures for customer deliveries and click and collect services. Consider relevant online ordering, social distancing, protective equipment, face coverings, cleaning, disinfection, sanitisation (including vehicles) and hygiene.

also...

Limiting those involved in loading and unloading, and where more than one person is needed, using the same pairs.

Have clear communication with suppliers regarding goods-in delivery arrangements, including timings, avoiding contact and arrangements for social distancing.



For more information visit our [Your Vehicles](#) section on our [Coronavirus Resource Hub](#)