

Moving into Step 2

Guidance for the Retail Sector

Step 2 is the next phase of easing of Coronavirus restrictions and starts on 12 April 2021. Slough will move to Step 2 on this date and non-essential retail will be allowed to reopen.

The latest guidance for operating retail setting in a Covid secure way is available [here](#). Please read this and make sure you have put all necessary precautions in place.

Key points to remember

- **Ensure you have an up to date risk assessment which includes the controls that you have in place to reduce the risks of transmission of Coronavirus to your staff and customers.** Guidance on how to create your risk assessment is available on the [HSE website](#).
- **Make sure you have enhanced cleaning arrangements in place.** This could include cleaning shared areas like customer and staff toilets, staff rest areas and changing rooms more frequently. You should also ensure you provide hand sanitising facilities, especially at the entrances.
- **Make sure face coverings are worn inside. Customers and staff working in public facing areas of the premises should wear face coverings inside the premises unless they are exempt.** You must have a sign up reminding people of the legal requirement to wear face coverings when entering your premises.
- **Make sure everyone is social distancing.** Make sure staff and customers can social distance (2m) when they are using common areas (toilets, staff rooms etc.) and moving around the premises. You might need a one way or queueing system, floor markings and signs to help with this.

- **Make sure there is good ventilation of all internal areas, introducing fresh air to reduce the amount of virus in the air.** You should identify any poorly ventilated areas - you might need to make changes to improve the ventilation here. The HSE website has more [information](#) about how to do this.
- **Keep records of staff shifts and any site visitors to assist NHS Test and Trace.** You do not need to make customers or staff log in but you should be able to identify which staff were at work at a particular date/time and if you have any visitors (such as contractors) on site.
- **Anyone displaying Covid symptoms or who has been told to self-isolate by NHS Test and Trace must not come on to your premises.**

Specific information for retail businesses:

Face coverings

Customers must wear face coverings when inside your premises (unless they are exempt). Visors are not classed as face coverings as they do not fit tightly around the nose and mouth. Staff in public facing areas must also wear a face covering (unless exempt). If you have a screen separating the member of staff from the member of public (e.g. at a till) the staff member does not have to wear a face covering while they are behind the screen.

Maintaining social distancing

You should think about how people move around your business and where there might be pinch points (e.g. near tills or popular items). You need to plan how you will operate these areas to ensure that staff and customers can maintain a 2m social distance.

You might want to think about the maximum number of customers you can safely have on your premises at one time. You may need a system to control the number of customers on site and to ensure those queuing outside are doing so in a socially distanced way.

You should arrange work stations (e.g. at till points) so that staff and customers are at least 2 metres away from those around them. If this is not possible you can provide other mitigating controls such as screen, back to back or side to side working in which case the distance between people could be reduced to a minimum of 1m. You might want use floor markings to help with this.

If you cannot achieve 2m social distancing and have to rely on 1m distancing plus mitigations then you should introduce as many mitigating controls as are practical to keep people safe. If you are not able to operate in a safe way you may need to reduce the services you provide or stop certain services completely.

The guidance document contains specific details on managing customer changing rooms and contactless returns if this is relevant to your business.

You should reduce music and background noise so that people do not have to raise their voices as this can increase the transmission of coronavirus.

Keeping customers informed

Use posters, signs and announcements to remind customers about the controls that are needed to reduce the risk of Coronavirus transmission.

You should consult with people working on site when setting up your working arrangements and you must make sure that everyone is given information and instructions on how to work safely to protect themselves and your customers.

Help and support

The Government has announced that Rapid Lateral Flow Testing devices will be made available to everyone from 9 April for twice weekly testing - you are advised to encourage your staff to take up this offer. Further details are available at the [GOV.UK website](https://www.gov.uk).

Please read the guidance in the links provided above. If you have any concerns or queries or if you are aware of cases of Covid-19 linked to your business (staff or customers) then please contact the Food and Safety Team using this email address: CV19notifications@slough.gov.uk

General resources for businesses including information about our local Lateral Flow Test Sites (available for anyone to use on a drop in basis) and financial support is available on our main council [website](https://www.slough.gov.uk).

Businesses can register to receive free Rapid Lateral Flow Devices for their staff. You should register [here](#) before 12 April if you wish to receive them.