

Getting your business ready

The essentials

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

Key things to keep in mind:

The infection spreads by people and places:

- Person to Person
- Person to Surface

Three elements to consider:

- Physical distancing
- Surfaces
- Point of Sale

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.
- Check the latest Test. Trace. Protect guidance for employers on: <https://gov.wales/test-trace-protect-guidance-employers>

Check your venue

Policies review
SLA review
Facility inspections

Review:

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

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 managing potential issues with queueing 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 & POS

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 sanitizer 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.