

Trading Safely During COVID-19

Safeguarding Employees

Love Loughborough BID and Charnwood Borough Council working in partnership



www.charnwood.gov.uk/cvbusiness



www.loveloughborough.co.uk



Welcome...

Charnwood Borough Council and Love Loughborough BID are working closely together to support businesses across the borough.

We have produced this guide to help businesses safeguard their employees.

The guide is for Love Loughborough BID members and businesses across the borough. The Council has commissioned Love Loughborough BID to share its expertise in business support to all firms in Charnwood.

In these unprecedented times, it is important we all work together to protect public safety and get our economy going again.

The Council and Love Loughborough BID will be working with businesses, partners, such as Leicestershire County Council, and town and parish councils to make sure we have safe, secure and welcoming high streets.

We all have a role to play and that includes businesses that must help keep customers and staff safe, inside and outside your premises.

We hope you find this guide useful.



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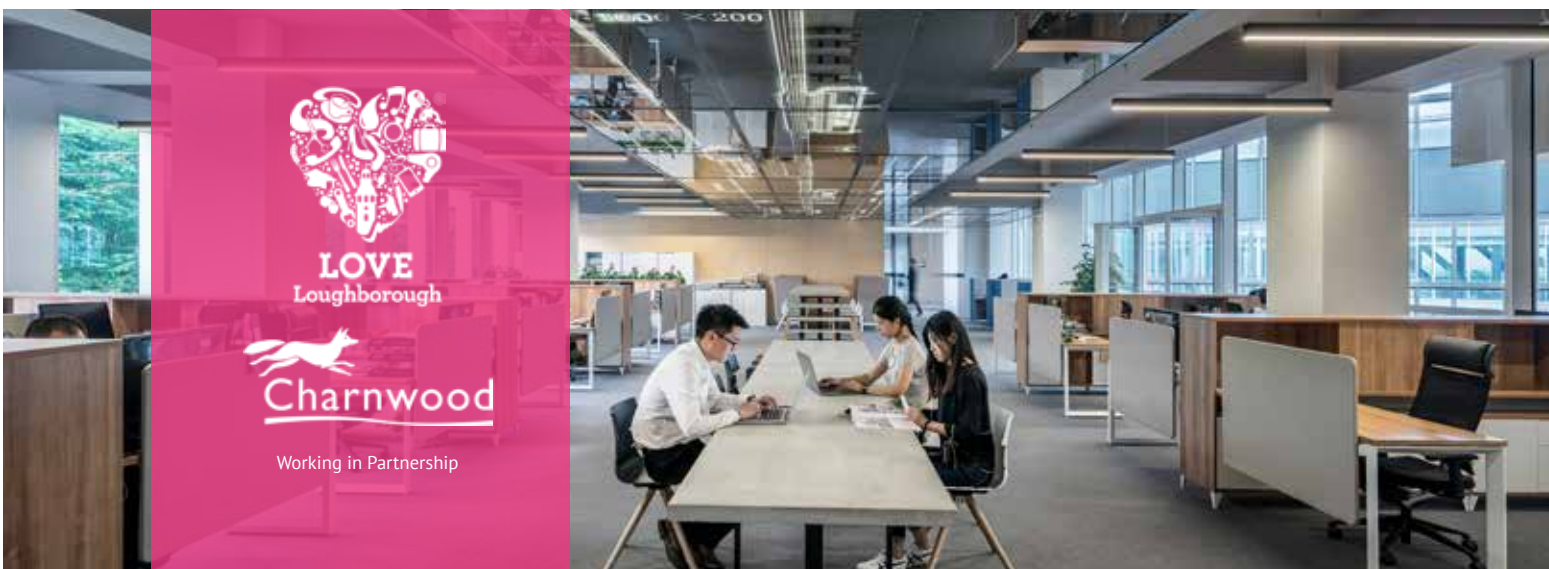
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Thinking About Risk

Everyone needs to assess and manage the risks of COVID-19.

1 Risk Assessment



Identify sensible measures to control the risks in your workplace. Use this guidance to inform your decisions and control measures.

2 Consultation



Consult with your employees on health and safety. Talk and listen to them about the work that they do and how you will manage the risks of COVID-19.

3 Health & Safety Representative



If you have a health and safety representative selected by a recognised trade union or chosen by your workers, you must consult with them. As an employer you cannot choose a representative.

Managing Risk

To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

1 Handwashing



In every workplace, increasing the frequency of handwashing and surface cleaning.

2 Working From Home



Businesses and workplaces should make every reasonable effort to enable working from home as a first option.

3 2m Distancing



Where working from home is not possible, workplaces should make every effort to comply with the social distancing guidelines (keeping people 2m apart wherever possible).

Where social distancing cannot be followed for a particular activity which is considered necessary, you must do everything practicable to manage the risk, such as:

- Keeping the activity time involved as short as possible.
- Using screens or barriers to separate people from each other.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- Reducing the number of people each person has contact with by using fixed teams or partnering.
- If people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead.

There are interactive tools available to support you from the Health and Safety Executive (HSE) at www.hse.gov.uk/risk/assessment.htm.



Sharing the Results of your Risk Assessment

To show your employees the actions you have taken to minimise risk.

You should share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website (and we would expect all employers with over 50 workers to do so). If you have 5 or more workers your risk assessment must be written down. Below you will find a notice you should display in your workplace to show you have followed this guidance. **Please consider the effects that any changes might have on your fire risk assessment.**

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact: _____
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)



Who Should Go To Work

To protect all workers and especially those extremely clinically vulnerable.

1 Essential Workers



Consider who is essential to be on the premises; for example, back of house workers should work from home if at all possible.

2 Minimum Staff



Plan for the minimum number of people needed on-site to operate safely and effectively.

3 Monitor Wellbeing



Monitor the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce.

4 Keep In Touch



Keep in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.

5 Provide Equipment



Providing equipment for people to work from home safely and effectively, for example, remote access to work systems.

6 Clinically Vulnerable



Plan for clinically extremely vulnerable (shielding) workers who must not work outside the home.

7 Shielding



Plan for people working at home who have someone shielding in their household.

8 Increased Risk



Help workers at increased risk to work from home, either in their current role or an alternative role; where people at increased risk cannot work from home, offer them the safest available roles.

9 Self-isolation



Plan for people who need to self-isolate due to experiencing symptoms of COVID-19 or due to someone in their household with symptoms.



Getting Into and Leaving Work

Maintain social distancing on arrival and departure and to enable handwashing upon arrival.

1 Travel



Identify where people can travel alone in their own transport (or walk, or cycle if it is safe to do so) when getting to and from work to maintain social distancing.

2 Stagger



Stagger arrival and departure times so people can keep to the 2m social distancing rules by not using entry/exit points at the same time.

3 Washing Facilities



Provide handwashing facilities (running water, soap and paper towels) at entry/exit points. If this is not possible, provide hand sanitiser.

Work Area

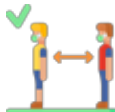
Maintain social distancing between individuals when they are at their workstations.

1 Review Layouts



Review layouts to allow workers to work further apart from each other.

2 Clear 2m Signage



Using floor tape or paint to mark areas to help people keep to a 2m distance.

3 Avoid Face-to-Face



Avoiding people working face-to-face. For example, by working side-by-side or facing away from each other.

4 Screens



Using screens to create a physical barrier between people.

5 Pairing



Using a consistent pairing system if people have to work in close proximity.

6 Minimising Contact



Minimising contacts around transactions, for example, considering using contactless payments.

We are helping businesses to trade within Government guidelines by providing some PPE equipment at trade cost to assist within your store. Please see the next page 9 for details.



Moving Around

You need to think about how people travel through work environments.

1 Essential Trips



Permit only essential trips within buildings, sites and properties, to maintain social distancing as much as possible.

2 Rotating Restrictions



Restrict the amount that people rotate between jobs and equipment.

3 Work Vehicles



Limit the number of people who use lifts and work vehicles.

4 High Traffic Areas



Reduce the number of people in high traffic areas including lifts, corridors, turnstiles and walkways.

5 Mark Areas



Mark areas using floor paint or tape to help people keep a 2m distance.

6 Walkways



Consider introducing temporary pedestrian walkways to allow people to maintain social distancing when moving around.

Common Areas

You need to think about how people travel through work environments.

1 Break Rooms



Physically move tables/chairs so they are 2m apart whilst staggering break times so that people are not using break rooms at the same time to maintain social distancing.

2 Additional Space



Create additional space for people to take their breaks in; using outside areas for breaks if the locations are suitable and it is safe to do so.

3 Essential Travel



Encourage workers to stay on-site during working hours instead of going outside the workplace if possible.



Good Hygiene

Ensure your employees are aware of good hygiene standards.

1 Facilities



Ensure that you have handwashing facilities that provide running water, soap and paper towels, providing hand sanitiser in addition to washing facilities.

2 Good Technique



Use signs to increase awareness of good handwashing technique, providing regular reminders on avoiding touching your face and to cough/sneeze into your arm.

3 Cleaning Procedures



Setting clear guidelines for the cleaning of toilets to make sure they are kept clean as well as setting clear guidance on how to handle goods, merchandise and materials and when cleaning procedures need to be followed.

Information and Guidance

Make your guidance clear to employees to ensure adherence to guidelines.

1 Guidance



Provide people (including workers and others) with information on procedures, guidance or ways of working that have been introduced. Share this information with them before they start work and with others who are not your workers (for example visitors, customers or contractors), where required. This could include signs or notices.

2 Accessibility



Consider how you will pass information and guidance to people who don't have English as their first language and others who may struggle with written and verbal communication.

3 Communicate



Make sure you hold conversations with your workers, listening to and acting on their concerns. It is important to continue this communication regularly.



PPE

Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.

Love Loughborough BID can source a supplier for PPE equipment if required but please check that the specifications for the products we can source are suitable for your purpose. The specifications can be found at www.halo-ppe.co.uk/index.html

The products have been made locally and the company can make alternative products for bespoke applications. The Halo 3 Visor and Counter Shield are suitable for a general shop trading environment. If you require anything over and above this specification then please contact the company direct or an alternative supplier.

**For social distancing floor stickers and information on sourcing PPE items please go
www.loveloughborough.co.uk/love-bid/ppe-orders**

Please Refer to Government Guidance

For more information on industry specific guidance to help employers, employees and the self-employed understand how to work safely during the coronavirus pandemic please go to: www.gov.uk/guidance/working-safely-during-coronavirus-covid-19

This guide focuses on safeguarding employees in the shops and branches work setting. On the Government website, there are 8 guides which cover a range of different types of work.

Many businesses operate more than one type of workplace, such as an office, factory and fleet of vehicles.

You may need to use more than one of these guides as you think through what you need to do to keep people safe.

Further guidance will be published as more businesses are able to reopen.

There is different guidance for educational and childcare settings and public transport operators.

5 steps to working safely	Practical actions for businesses to take based on 5 main steps.
Construction and other outdoor work	Guidance for people who work in or run outdoor working environments.
Factories, plants and warehouses	Guidance for people who work in or run factories, plants and warehouses.
Labs and research facilities	Guidance for people who work in or run indoor labs and research facilities and similar environments.
Offices and contact centres	Guidance for people who work in or run offices, contact centres and similar indoor environments.
Other people's homes	Guidance for people working in, visiting or delivering to other people's homes.
Restaurants offering takeaway or delivery	Guidance for people who work in or run restaurants offering takeaway or delivery services.
Shops and branches	Guidance for people who work in or run shops, branches, stores or similar environments.
VEHICLES	Guidance for people who work in or from vehicles, including couriers, mobile workers, lorry drivers, on-site transit and work vehicles, field forces and similar.

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Safeguarding Employees

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Contact



Charnwood Borough Council

01509 634 563

www.charnwood.gov.uk/cvbusiness



Love Loughborough BID

01509 278 210

www.loveloughborough.co.uk
manager@loveloughborough.co.uk

If you would like to receive further information and updates

If you would like to receive E - newsletters & digital updates and on business support and information, please email manager@loveloughborough.co.uk with your contact & business details, including business address. Love Loughborough BID and Charnwood Borough Council will be the only partners with access to your email address and will only contact you for information regarding business support & information. By emailing your contact details you agree for BID & CBC to send you updates via email.

This leaflet is only a general guide and Love Loughborough does not accept legal liability for any reliance placed on it. You should consider the particular circumstances of your business, ensure you follow relevant government guidance and take reasonable steps to protect the health and safety of staff and customers at all times.