

Trading Safely During COVID-19

Managing Customers

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 get ready to trade safely.

The guide is for Love Loughborough BID members and businesses across the borough. The 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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Top Tips for Managing Customers

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

1 Amount of Customers



Define the number of customers that can reasonably follow 2m social distancing within the store and any outdoor selling areas. Take into account total floorspace as well as likely pinch points and busy areas.

2 Limit Entries



Limit the number of customers in the store overall and in any particular congestion areas, for example, doorways between outside and inside spaces.

3 Limit Customer Service



Suspend or reduce customer services that cannot be undertaken without contravening social distancing guidelines. This may include re-thinking how assistance is provided.

4 Encourage Shop Alone



Encouraging customers to shop alone where possible, unless they need specific assistance.

5 Child Supervision



Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.

6 Flow of Store



Looking at how people walk through the shop and how you could adjust this to reduce congestion and contact between customers, for example, queue management or one-way flow, where possible.

7 Accessibility



Ensuring any changes to entries, exit and queue management take into account reasonable adjustments for those who need them, including disabled shoppers.

8 Outside the Store



Using outside premises for queuing where available and safe, for example, some car parks

9 Impact of Outside Space



Working with your local authority or landlord to take into account the impact of your processes on public spaces such as high streets and public car parks.

Please note that Charnwood Borough Council or Leicestershire County Council has the overall responsibility for the outside space and may need to intervene with assistance and support in managing queues outside stores. For more information on how the Council could help local businesses, visit www.charnwood.gov.uk/cvbusiness

COVID-19
Safety Warning



LOVE
Loughborough



Charnwood

Working in Partnership

Providing and Explaining Available Guidance

To make sure people understand what they need to do to maintain safety.

1 Clear Guidance



Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage, visual aid and hand sanitiser.

2 Written & Spoken



Providing written or spoken communication of the latest guidelines to both workers and customers inside and outside the store.

3 Demonstrate



Creating social distancing champions to demonstrate social distancing guidelines to customers, if helpful.



We are helping businesses to trade within Government guidelines by providing some PPE equipment at trade cost to display within your store. We have a supply of indoor social distancing floor stickers and hand sanitiser for your customer use.

If you would like to order any of these products please go to www.loveloughborough.co.uk/love-bid/ppe-orders.

Please note, all BID Businesses have an entitlement to 5 Free social distancing floor stickers per business. For quantities over above 5 please order online at a cost of £3 per sticker.



Cleaning the Work Place

To minimise transmission during visits to stores and outlets.

1 Frequent Cleaning



Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.

2 Touched Regularly



Frequent cleaning of objects and surfaces that are touched regularly such as self-checkouts, trolleys or staff handheld devices, and making sure there are adequate disposal arrangements.

3 Build Awareness



Using signs to build awareness of the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.

4 Hand Sanitiser



Providing hand sanitiser in multiple locations for example when entering the store to enable customers to regularly clean their hands.

5 Display Methods



Limiting customer handling of merchandise, for example, through different display methods, new signage or rotation of high-touch stock.

6 Contactless Payments



Encourage customers to pay for products by using a contactless payment method to avoid customers and employees touching physical money.

7 Changing Rooms



Considering very carefully whether fitting rooms should be open, given the challenges in operating them safely.

8 Collections



Enforcing staggered collection times for customers collecting items, with a queuing system in place to ensure a safe distance of 2m.

9 Separate Returns



Keeping returns separate from displayed merchandise/stock to reduce the likelihood of transmission through touch.

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Charnwood Borough Council

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www.charnwood.gov.uk/cvbusiness



Love Loughborough BID

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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. You can find all Government advice at www.gov.uk/guidance/working-safely-during-coronavirus-covid-19