



London Borough  
of Hounslow

#ShopSafeShopLocal

# Toolkit for reopening your business



For more information and support:

[www.hounslow.gov.uk/ShopSafeShopLocal](http://www.hounslow.gov.uk/ShopSafeShopLocal)

Funded by



# Hounslow Council's toolkit for reopening your business

## Introduction

We know only too well that the past few months have been extremely challenging for all businesses, with many of you having had to cease trading, while those who have continued to trade, have done so under very difficult circumstances. The pandemic has severely restricted trade and how you run your business.

As the lockdown lifts and activity returns to our town and neighbourhood centres, we want to support you to reopen safely - in line with government guidance.

As all retailers are permitted to open from 15 June, **every business must make sure they are safe, clean, and can maintain social distancing**. The measures are vital to ensure the safety of your business, staff and customers as well as the wider community and will help restore public confidence to get people to return to our town centres.

This booklet will support your business to reopen safely. For more information on the phased reopening of businesses, please visit the government's website, or type [www.gov.uk/coronavirus-business-reopening](https://www.gov.uk/coronavirus-business-reopening) in your web browser.

**View online our interactive map to let residents and visitors know you are open and have adapted your businesses to ensure customers can safely access your premises and service**

[hounslowopensforbusiness.commonplace.is/](https://hounslowopensforbusiness.commonplace.is/)



## Working safely

Please take time to review the government's guidance to help employers, employees and the self-employed understand how to work safely during the coronavirus pandemic. They have set out five key steps to working safely:

1. Carry out a COVID-19 risk assessment by clicking here or visiting [www.hse.gov.uk/simple-health-safety/risk/index.htm](https://www.hse.gov.uk/simple-health-safety/risk/index.htm)
2. Develop cleaning, handwashing and hygiene procedures
3. Help people to work from home
4. Maintain social distancing, where possible
5. Where people cannot socially distance, manage the risk of transmission

You have a duty to protect your staff, customers and others affected by your work activities from the risk of coronavirus infection. Please read and action the guidance available to make your business COVID-19 secure. Full guidance is available from the government at: [www.gov.uk/guidance/working-safely-during-coronavirus-covid-19](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)

## Risk assessment and enforcement

Government guidance requires you to carry out a full Covid-19 HSE risk assessment before reopening. This will help you implement effective controls to reduce the risk of coronavirus infection. The risk assessment covers staff, customers and others affected by your business. If you have five or more employees, you must record your risk assessment. Our Inspection Officers will be checking businesses for completion of their Risk Assessments. Businesses with 5 employees

or less are not required to provide a risk assessment at this time.

Enforcement will be the last resort but please note, a business or venue operating in contravention of the law (COVID-19 regulations) will be committing an offence.

If you need additional advice on making your business safe, Covid-19 Secure, or general business support, including how to access available grants, please contact [towncentre.management@hounslow.gov.uk](mailto:towncentre.management@hounslow.gov.uk). You can also view our Useful Resources section at the end of this document.

## Hounslow Council is here to help

It is a challenging time for businesses and we can help you in the following ways.

- **FREE** 1-to-1 business support to make sure your business is Covid-19 Secure
- An interactive webpage you can update to let everyone know you are open
- Order [free external signage](#) to show you're Covid-19 Secure
- Website / newsletter – sign up and keep informed

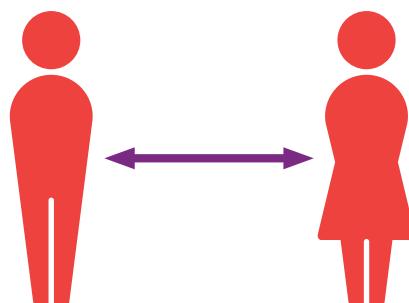
Email: [towncentre.management@hounslow.gov.uk](mailto:towncentre.management@hounslow.gov.uk)

Website: [www.hounslow.gov.uk/homepage/197/support\\_for\\_businesses\\_self-employed\\_and\\_employees](http://www.hounslow.gov.uk/homepage/197/support_for_businesses_self-employed_and_employees)

## Social distancing advice for businesses

We know that coronavirus (COVID-19) can spread from person to person but symptoms often do not show up for weeks. Reducing the ways people come into close contact is essential to keep everyone safe. This is called social distancing and it is an important and effective way to slow down the spread of this virus.

Every business has a duty to protect their staff, customers and others affected by their work activities from the risk of coronavirus infection. We're here to help you put in place social distancing measures. Your customers will want to feel confident that your business is safe and staff are practicing good guidance.



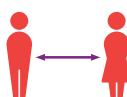
# For your customers

## Your customers come first!

To help reassure your customers, please consider these measures you can take. For additional support, such as floor stickers and posters, please refer to the weblink in Useful Resources to order free items.



Limit the number of customers in your premises at any one time so that they can safely maintain social distance.



Maintain queue control outside your premises so that social distancing is observed by those waiting in the queue.



Make sure you speak to your neighbouring businesses to manage queuing systems. In busy areas, queues can sometimes become confusing if not properly organised.



Review your layout and remove any unnecessary obstructions. This could include large displays, racks, or seating.

**KEEP TWO METRES APART**

Where possible, introduce a one-way system to help people navigate safely around your premises.

You must provide floor markings in the premises to help guide customers apart, particularly at counters and checkout areas. Floor stickers, tape, or chalk will indicate to your customers how far apart they need to stand.

**KEEP YOUR DISTANCE**

You must provide signs throughout your shop to help customers to follow the rules.



Take payment by card or contactless payment – try to avoid cash payment as much as possible.



Customers cannot be allowed to congregate or loiter inside or outside the premises. Please post signs about this or politely ask them to leave as soon as their purchase is complete.



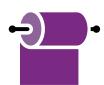
Limit seating areas or remove seating both inside and outside premises.



Frequently clean and disinfect all hand contact points in the premises such as door handles and counters. Go an extra step further and provide hand sanitiser, masks, and gloves to customers as they enter and leave.



Remember that changing rooms must stay closed.



Review your customer needs and consider if toilet facilities need to be open. If yes, ensure they are cleaned and sanitised on a regular basis.



Consider a temporary street trading license to expand the outdoor space for your customers. For more information, go to [www.hounslow.gov.uk/info/20005/business\\_licensing\\_and\\_regeneration](http://www.hounslow.gov.uk/info/20005/business_licensing_and_regeneration)

# For your staff

---

Your staff keep your business going and are critical to its success. To help provide a healthy workplace, please consider this list of measures you can take. For additional support, such as floor stickers and posters, please refer to the weblink in Useful Resources to order free items.



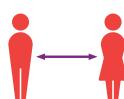
Is PPE needed for staff? If yes, you must have adequate supplies readily available.



Use plexiglass screens at serving areas or till points to help keep staff and customers safe, separated, and healthy.



Ask staff to regularly wash their hands for at least 20 seconds and make sure you have adequate supplies of soap, hand sanitiser and paper towels for hand drying available. If staff are handling cash, they should wear gloves, use sanitiser or wash their hands after every cash transaction.



Support staff to maintain social distance wherever possible. If certain activities cannot be done safely, you should consider adapting or cancelling the activity to reduce the risk of infection. Any activities taking place should only happen in open, well-ventilated spaces. This includes activities like meetings or 1:1's.



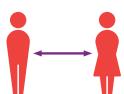
Use back-to-back or side-to-side working whenever possible.



Stagger the start and finish times of your staff work rota so they have reduced congestion and crowding.



Reduce the number of people each person has contact with by using 'fixed teams or partnering.'



Make sure staff communal areas (such as break areas/staff rooms) enable them to maintain social distancing. Minimise use of shared utensils and equipment or ask staff to bring in and clean their own supplies.



Staff showing any coronavirus symptoms must not come into work. Encourage staff to book a test to find out if they have the virus by visiting [www.nhs.uk/conditions/coronavirus-covid-19](http://www.nhs.uk/conditions/coronavirus-covid-19).

# For deliveries and services

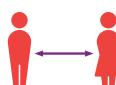
We know many businesses receive deliveries and services throughout the day. Although your supplier may already have coronavirus safety measures in place, you should also consider the following tips to keep everyone safe.



Deliveries to premises should be arranged for outside busy periods. Please be mindful of local residents and potential noise nuisance when arranging your deliveries.



Always be clear about where deliveries can park. If parking bays are too close to one another and being used at the same time, consider staggering deliveries or removing a parking bay.



Drivers should avoid contact with other staff where possible and must maintain social distance.



Encourage delivery drivers to use a hand sanitiser upon collection if it is not possible for them to access the hand wash basin.



Make sure your cleaning services and/or commercial waste management contract is in place and has been updated.



Use electronic prepayment where possible and avoid drivers collecting cash. Ask for digital invoices and signatures to help reduce contact.



If you have a business that is delivering to customers, ask your delivery staff to leave food/packages on the customers' doorstep and move back 2 metres until the customer collects.

Use social media, your website, and your shop window to explain your reopening plans and procedures. Use the #ShopSafeShopLocal when posting information relating to your business online.

Customers often look online before visiting your premises and letting them know how you are addressing health and safety concerns will boost their confidence and encourage their custom. Tell your customers changes you have made (such as changes to opening hours, queuing procedures, new ways of serving your customers etc.)



# Useful Resources

---

Commonplace interactive map to let residents and visitors know you are open and have adapted your businesses to ensure customers can safely access your premises and service	<a href="http://hounslowopensforbusiness.commonplace.is/">hounslowopensforbusiness.commonplace.is/</a>
Hounslow Business Support	<a href="http://www.hounslow.gov.uk/homepage/197/support_for_businesses_self-employed_and_employees">www.hounslow.gov.uk/homepage/197/support_for_businesses_self-employed_and_employees</a>
Hounslow Licensing and Enforcement	<a href="http://www.hounslow.gov.uk/info/20005/business_licensing_and_regeneration">www.hounslow.gov.uk/info/20005/business_licensing_and_regeneration</a>
Council Business Grants	<a href="http://www.hounslow.gov.uk/info/20047/community_and_voluntary_sector_services/1200/council_grants_funding_and_commissioning">www.hounslow.gov.uk/info/20047/community_and_voluntary_sector_services/1200/council_grants_funding_and_commissioning</a>
Temporary Street Trading License	<a href="http://www.hounslow.gov.uk/info/20071/licensing/1216/street_trading">www.hounslow.gov.uk/info/20071/licensing/1216/street_trading</a>
London Growth Hub Covid19 Support offers	<a href="http://www.growthhub.london/get-support/">www.growthhub.london/get-support/</a>
Covid19 Support Pack Order Form	<a href="http://critiqom.printjob.com/site/login">critiqom.printjob.com/site/login</a>
Guidance for shops and branches	<a href="http://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches">www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches</a>
Premises that can and can't open	<a href="http://www.gov.uk/government/publications/further-businesses-and-premises-to-close">www.gov.uk/government/publications/further-businesses-and-premises-to-close</a>
Working safely/guidance for employers & businesses	<a href="http://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19">www.gov.uk/guidance/working-safely-during-coronavirus-covid-19</a>
Guidance for employees	<a href="http://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-guidance-for-employees">www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-guidance-for-employees</a>
Guidance for food businesses	<a href="http://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses">www.gov.uk/government/publications/covid-19-guidance-for-food-businesses</a>
Fire safety	<a href="http://www.london-fire.gov.uk/safety/the-workplace/coronavirus-back-to-business">www.london-fire.gov.uk/safety/the-workplace/coronavirus-back-to-business</a>
Transport for London briefing for businesses	<a href="http://content.tfl.gov.uk/briefing-for-businesses-coronavirus.pdf">content.tfl.gov.uk/briefing-for-businesses-coronavirus.pdf</a>
Risk Assessments	<a href="http://www.hse.gov.uk/simple-health-safety/risk/index.htm">www.hse.gov.uk/simple-health-safety/risk/index.htm</a>
Legionella control	<a href="http://www.hse.gov.uk/news/legionella-risks-during-coronavirus-outbreak.htm">www.hse.gov.uk/news/legionella-risks-during-coronavirus-outbreak.htm</a>
Hand washing	<a href="http://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a>
Shielding	<a href="http://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19">www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</a>
Hounslow Chamber of Commerce	<a href="http://hounslowchamber.org.uk/">hounslowchamber.org.uk/</a>
Safer Business Hounslow	Safer Business Hounslow is proud to help local business understand government guidelines, to operate in a COVID-19 safe environment, working with Hounslow Chamber of Commerce. Email them at <a href="mailto:info@saferbusinesshounslow.co.uk">info@saferbusinesshounslow.co.uk</a> or call <b>07944 373 605</b> . You can also email <a href="mailto:sallysmith@hounslowchamber.org.uk">sallysmith@hounslowchamber.org.uk</a> or call <b>07879 813817</b>

Continued overleaf..

## Useful Resources (contd.)

Brentford Chamber of Commerce	<a href="http://brentfordchamber.org/">brentfordchamber.org/</a>
Invest Hounslow	<a href="http://www.investhounslow.com">www.investhounslow.com</a>
Show you're Covid-19 Secure	<a href="http://industrialstrategy.frontify.com/d/55EzeVU6rhza/covid-19-business-support?utm_campaign=&amp;utm_content=&amp;utm_medium=email&amp;utm_source=govdelivery&amp;utm_term=%23/keeping-your-business-safe/showing-you-re-covid-19-secure">industrialstrategy.frontify.com/d/55EzeVU6rhza/covid-19-business-support?utm_campaign=&amp;utm_content=&amp;utm_medium=email&amp;utm_source=govdelivery&amp;utm_term=%23/keeping-your-business-safe/showing-you-re-covid-19-secure</a>
Government Business Support	<a href="http://www.gov.uk/coronavirus/business-support">www.gov.uk/coronavirus/business-support</a>
Thriving Communities Fund	<a href="http://www.hounslow.gov.uk/info/20047/community_and_voluntary_sector_services/1200/council_grants_funding_and_commissioning">www.hounslow.gov.uk/info/20047/community_and_voluntary_sector_services/1200/council_grants_funding_and_commissioning</a>



**London Borough  
of Hounslow**

**Hounslow House**

7 Bath Road  
Hounslow TW3 3EB

**Tel: 020 8583 2000**

Funded by

