

## Practical guidance for retail

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### To support Government advice issued for phase 3 of Jerseys safe exit strategy

The Government has issued guidance for social distancing in retail outlets, COVID-19: Guidance for businesses on opening non-essential retail which can be read [here](#)

This practical guidance is to further assist local retailers in their own assessment of measures needed to make sure that the Government guidelines are implemented effectively. There are numerous considerations, and each store environment is different. The advice below is to provoke discussion and to help you forward plan in as much detail as possible for a very new trading environment. The government guide was produced taking into account industry considerations supplied by Jersey Business, and understandably the health recommendations take priority in all the policy decisions and recommendations.

## Staff welfare and protection

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### Physical barriers and protection (PPE)

Latex gloves, cloth masks, visors, or barriers have been recommended for use in stores.

When deciding your what is best for your store think about what PPE is best for each area of the store, how to make sure it remains available i.e. doesn't run out or get left at home, lastly consider how it will be collected and disposed of or cleaned.

Facemasks have caused a lot of issues in stores that have continued to trade, with workers getting too hot, glasses steaming up and with poor communication. Disposable masks also need to be disposed of often and cloth masks need daily washing. Visors and screens have been much more user friendly.

### Hand washing,

The Government guidance is;

*"Staff should be encouraged and supported to wash their hands as guided in the following circumstances:*

- on arrival at work
- after touching hand contact surfaces such as handrails, door handles, light switches
- after using the toilet or going into the toilet areas
- after touching their face, sneezing or coughing
- after smoking
- after handling and opening packaging, money, receipts, and cleaning supplies
- after removing gloves and before putting on new ones
- after touching rubbish"

Handwashing remains the best method to reduce the spread of the coronavirus. Regular hand washing breaks will be essential in preventing infection occurring in a store team.

### Vulnerable staff

In this area the government guidance states.

*"Those people who are in the 'severely vulnerable' group because of their much higher risk of severe illness from COVID-19 (those with serious underlying medical conditions) are strongly encouraged to continue to shield themselves at home."*

*“People vulnerable, but not ‘severely vulnerable’ to serious complications of COVID-19 (those with less severe medical conditions) are advised to follow general public health measures but to be especially careful to do so, especially when outside the home.”*

It's essential to ask all staff if they can return to work in an unbiased way, for example, don't presume all the parents or over 65's for example will want to be off work. These presumptive decisions based on an individual's circumstances could lead to a breach of discrimination law. Ask staff if they can return to work, and if they are in a vulnerable category assess if they are happy the safety measures being introduced have mitigated their risk. Where this is unclear the staff member should give permission for the store to contact their GP for a letter confirming their ability to work.

If you are drafting new agreements with staff for hours or days of work, keep records of why those amendments were requested and how they were agreed. If you need help in drafting new agreements, contact JACS for advice or apply for the free 1-1 HR advice from Jersey business [here](#)

## **Maintaining 2 metre distance**

Trading with a two-metre distance requires a good plan in the outset. The considerations below have been collated from feedback from food retailers experienced in this, but it's likely there will be many more things that become apparent as you start to trade. Plans will most probably need tweaking after feedback from staff and customers that identifies any problem areas, so building in review time is essential.

Government guidelines will also change as the exit plan is implemented, so decide whose responsibility is in your store to keep up to date with changes, and how to communicate them to staff. Consider what you want staff to say to customers if they are not following social distancing measures, and how to feed back issues, or incidents. There are no recommended ratios, either in the UK or Jersey, for how many customers can enter stores as this is so bespoke to each store's useable shop floor area (square metres of space without, fixtures tills, stairs etc) and type of product and service.

Here are some things to consider when planning in each key area of your store;

### **Outside store**

- Limit number of entry and exit points into and out of store. Consider having separate entrance and exit points if possible.
- If possible, a staff member should greet customers, explain the social distancing requirements, and control the number of customers entering the store.
- Consider whether temporary barriers should be used to manage the queue.
- Place clear signage outside of the store explaining the physical distancing measures in place that customers should follow.
- Place markings outside the store to assist correct queue spacings.
- Speak to nearby premises to work together to manage possible shared queuing areas. Or, in shared trading areas, work with a site manager to create a plan.
- Encourage customers to shop alone wherever possible. Please bear in mind that this is not always possible.
- Consider offering contact reducing options like pre-ordering via phone or click and collect.
- Provision of cleaning stations at front of store is advised.

### **Shop Floor and Till Areas**

- Use floor markings, particularly in the most popular areas of stores and where queueing is likely.

- Place clear signage throughout the store reminding customers of the social distancing measures and asking them to follow these rules.
- Review the layout of the store to ensure aisles/walkways are as clear as possible to accommodate 2m social distancing. The removal of promotional fixtures may be necessary.
- Consider one-way systems using floor markings and signage to highlight the system and direction.
- In large stores make regular announcements to remind staff and customers to follow physical distancing advice.
- Erect physical barriers at frequently used till points using flexi-plastic to provide a barrier for those working on the tills. These should be included in store cleaning programmes.
- If necessary, use staff to manage the flow of customers to checkouts.
- Where till points are close together, consider closing every other till point. Assess whether this is also necessary for self-scan tills.
- Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.
- Customer order collection points should be set up to ensure the 2m separation.
- Place notices on lifts to ask customers to wait if too full to adhere to distancing.
- Remove promotions and features where customers are likely to congregate, or touch products such as product demonstrations and testers
- To limit congestion, consider restocking/replenishing only outside of store opening hours. If replenishment must be done in opening hours, assess how this can be done without compromising employee or customer safety.
- Encourage cashless purchases.
- Self-checkout touch screens/keypads – If these remain in operation a member of staff must be available to regularly wipe these areas. Ideally between each use.

### **Changing rooms, Returns, Customer Seating and Special Assistance**

- Changing rooms must be closed so stores will need to consider how this impacts both their refund policy and process for returns. Returned items will need to be quarantined on return for a period of three days, a “dated to go back out rail” process will be needed for this along with clear staff training.
- Consumer law gives the right to customers to return goods where they are not fit for purpose. If your store does not normally provide refunds you need to consider if you can continue with that policy whilst customer cannot try items to assess the item is suitable for their needs.
- Remove or limit customer seating in store. If seating is provided, space out appropriately.
- If you provide in store products for customers to trial prior to purchase e.g. TV’s, headphones, computers consider whether it is better for staff to demonstrate instead of customers touching the item or provide hand sanitiser in these areas
- Stop services which require direct interaction with customers such as providing make up demonstrations, nail bars or personal shopping. All testers must be removed.
- If stores choose not to assist customers with large purchases e.g. moving a 60” TV to their car, it is advisable to highlight this prior to purchase. If stores are providing this service they should provide suitable protection and advice for this to be conducted safely.

### **Staff areas, back of house and delivery.**

- Staff can continue to use rest areas if they apply the same physical distancing measures.
- Staff who go outside the store for a break should maintain physical distancing from any colleagues or public while doing so.
- Notices promoting hand hygiene and physical distancing should be placed visibly in these areas.
- Staff should be reminded to wash their hands regularly using soap and water for 20 seconds before and after eating.
- Provide hand sanitiser at entry/exit points.

- Introduce a staggered or extended break rota to avoid crowding.
- Space out chairs and tables, for example, by removal or marking as “do not use”.
- Include staff areas in the stores frequent clean list adding toilets and all regularly touched surfaces.
- Schedule deliveries to avoid crowding in delivery areas
- Gov.je sets out the clear guidance for safe deliveries, including at this time the continued restriction of entering the home only for delivering essential items.

### **Cleaning and sanitising**

- Identify and regularly clean key touch points e.g. door handles, lift buttons, keypads, stair/escalator handrails.
- Consider who is going to do this, how often and make sure enough cleaning supplies are available.
- Check with normal cleaning contactors that they can restart their service, and if needed do they have capacity to add more frequency.
- Introduce frequent cleaning of work areas, with attention to multi contact points and cleaning between shifts, focusing on till buttons, keys which will need cleaning between staff change overs.
- Arrange shifts to maintain same staff working together, where possible.
- If you supply re-useable visors ensure staff are reminded to clean them regularly during use, and before and after each use.
- Remind staff not to share items for example, pens

### **Toilet Facilities**

If businesses have customer toilet facilities, they may choose not to allow access to these to mitigate any additional risk of viral spread.

- Consider whether it is better to only make toilets available on request. If open, a minimum of twice daily cleaning is required and should include manual multi-person touch points such as door handles, flushes, taps. etc.
- Hand dryers should be disconnected as these spread water droplets.
- Baby changing facilities should be available but consider frequency of cleaning.
- Cafes and restaurants are not allowed to offer inside seated areas until further notice and should be securely closed off to ensure customers do not use them for seating.
- Take away service is permitted so include that in planning if that going to commence. A separate Government guide for takeaway service during restrictions can be found [here](#).

### **Payment**

Contactless payment where this is feasible, is obviously the best option. Some stores are requesting no cash payments, that is not recommended but if that is decided upon a clear sign should explain this before customers enter the store.

### **Staff Training**

This is a challenging and stressful time with lots of unknown elements, staff may have significant financial problems, home schooling issues and health concerns. They may even have days where they are assisting frustrated customers who may not always comply with what will seem to staff as obvious rules. Staff will need a clear way to feedback all their issues, clarity on company policy and knowledge of any changes in a nice clear format.