

## Return to work guidance for non-essential retail

Prior to re-opening, it is suggested that businesses undertake a site assessment. This will identify areas that require attention in order to comply with guidance.

Non-essential retail does **NOT** include service based retail businesses including hairdressers, beauty salons and massage parlours etc. These businesses will be reviewed at a later stage.

It specifically requires someone to be able to attend, purchase a good, and depart within a 15 minute window, social distancing all the time.

When you are deciding what controls are needed, assume that you, your staff and your customers may all be infected and assume everyone's hands and money may be contaminated.

**Employees must not attend work if experiencing symptoms of COVID-19.**

### Suggested steps to implement social distancing - outside the store

- Limit the number of entry and exit points into and out of store
- If you have 2 doors, one should be the entrance and one for the exit. If you only have one shop door, the customer leaving the shop **MUST** be 2m away from the waiting queue so ensure the waiting queue is a safe distance away.
- Consider the size and layout of the store to determine how many customers can be allowed in at one time and maintain a 2m distance
- Place clear signage outside of the store explaining the social distancing measures in place that customers should follow.
- Consider markings and not barriers outside the store to assist correct queue spacing and reflect the maximum number of customers that can enter at one time - ensuring you do not encroach on another businesses frontage without their consent.
- Customer queue management will be responsibility of store (social distancing must be maintained at all times) - and situated as close to the shop frontage as possible.
- Customer queues can only be situated outside shop frontage unless otherwise agreed with adjoining shop owners to devise a broader plan.
- Speak to nearby premises to work together to manage possible shared queuing areas (Businesses in shopping centres should discuss queue management with centre management to determine the best way to avoid congestion)
- Encourage customers to shop alone wherever possible
- Schedule deliveries to avoid crowding in delivery areas and consider non-contact stock deliveries

### Suggested steps to implement social distancing - inside the store

It is recommended that you have no more than one customer in each aisle and it is suggested you ensure a one-way system operates through the shop. Ideally, put arrows on the floor and/or display posters.

To help customers to keep their distance, mark lines on the floor 2m apart (starting at the till).

At busy times a member of staff must guide customers and limit entry.

- Consider what steps will be taken by managers and staff where customers are not following social distancing measure
- Review the layout of the store to ensure aisles/walkways/collection order points are as clear as possible to accommodate 2m social distancing
  - Where till points are close together, consider closing every other till point
  - Physical barriers at till points using flexiplastic can provide a barrier for those working on the tills. Consider including in store cleaning programmes
- Encourage cashless purchases.
- Consider regularly cleaning self-checkout touch screens/keypads in between each use
- Try to avoid promotions and features where customers are likely to congregate
- Place clear signage throughout the store reminding customers of the social distancing measures and asking them to follow these rules
- Leave non-essential doors open to minimise the number of people who touch them (this does not apply to fire doors) and consider limiting the number of customers in enclosed spaces such as lifts
- 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
- Customer returns should be left untouched for **XX** amount of time before restocking
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## Types of Retail - if phased is needed

Retailer Type	Mitigation	Situation
Supermarkets - Tesco, Shoprite, Coop	<ul style="list-style-type: none"> <li>- Large Stores - easily maintain social distancing</li> <li>- Large Car Parks</li> </ul>	Fully open including non-essential goods
Convenience Retailer	<ul style="list-style-type: none"> <li>- Small number of shoppers allowed in at one time</li> <li>- Focused on quick shopping for essentials</li> </ul>	Currently open however, difficult to maintain social distancing but providing essential retail.

<p>Warehouse retailers - PC World, Pets at Home,</p>	<ul style="list-style-type: none"> <li>- Large Stores - easily maintain social distancing</li> <li>- Large Car Parks</li> </ul>	<p>Not fully Some already open providing essential retail-hardware and pet supplies</p> <p>Can provide additional important goods:</p> <ul style="list-style-type: none"> <li>- White goods</li> <li>- Electrical</li> <li>- Furniture</li> <li>- Garden supplies</li> </ul>
<p>Garden Centres - Kirby Garden Centre, Rileys</p>	<ul style="list-style-type: none"> <li>- Large Outside Stores can easily maintain social distancing</li> <li>- Large Car Parks</li> </ul>	<p>Currently providing Delivery options and open to Garden business community</p>
<p>Department Stores - Tynwald Mills, Marks and Spencer, Boots</p>	<ul style="list-style-type: none"> <li>- Large Stores can easily maintain social distancing</li> <li>- Large Car Parks</li> <li>- Potential closure changing rooms or fitting facilities - suit/bra</li> </ul>	<p>Some Department stores have only part of the store open in regards to essential retail.</p> <p>Risk could be mitigated by adding additional controls</p> <ul style="list-style-type: none"> <li>- Suggest time limit (not enforceable)</li> <li>- Limit number of shoppers</li> </ul>
<p>Large Speciality Retailers - Topshop, TK Maxx, Independent stores, Waterstones</p>	<ul style="list-style-type: none"> <li>- Normally situated on the high street</li> <li>- Reasonably sized stores</li> <li>- Potential closure changing rooms or fitting facilities - suit/bra</li> </ul>	<p>None currently opened. Mostly linked to UK national companies.</p> <p>Risk could be mitigated by adding additional controls</p> <ul style="list-style-type: none"> <li>- Suggest time limit (not enforceable)</li> <li>- Limit number of shoppers</li> </ul>

Small Independent Stores - Jewellers, Fashion etc	<ul style="list-style-type: none"> <li>- Normally situated on the high street</li> <li>- Small stores</li> <li>- Small number of staff (1-2)</li> </ul>	None currently opened  Risk could be mitigated by adding additional controls  <ul style="list-style-type: none"> <li>- Suggest time limit (not enforceable)</li> <li>- Limit number of shoppers</li> </ul>
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## Personal Hygiene and Hand Washing

It is essential that staff are able to wash their hands frequently.

Ensure the area where the hand washing facilities are sited is clean and hygienic. This is usually by the staff toilet so this area and facilities must be disinfected at the start and end of the day.

The hand drying must be a single use disposable towel eg paper towel or blue paper roll. This should be placed in a dispenser which is fitted to the wall. A reusable cloth towel is NOT acceptable.

Liquid soap must be available at the wash hand basin. Make sure you have a plentiful supply.

Ensure that staff wash their hands properly for at least, 20 seconds. This must be done before starting work, after coughing or sneezing or blowing their nose, before and after restocking shelves, after a break or touching their phone and before leaving the shop.

Note: You and your staff must wash your hands properly after blowing their nose or coughing into their hand BEFORE they touch any other surfaces. Hand sanitiser is no substitute

Provide hand sanitiser for customers to use before entering the shop. We recommend that customers sanitise their hands again as they leave the shop and you should provide sanitiser at the counter for contaminated by a previous customer via the handle. their use.

The basket handle and the trolley handle must be sanitised each time before they are used by the next customer. The sanitiser and disposable paper must be provided and we would suggest that a member of staff is allocated this role to ensure that the customers' hands are not

## Changing rooms, customer seating and special assistance

(see appendix 3 for more detail)

- Consider keeping changing rooms closed. If this is not possible, you must have a colleague in place at all times to ensure social distancing is maintained
- Consider clearly designated position for colleagues to give the advice from
- Consider limiting customer seating in store. If provided, space out appropriately

- If you provide in store products for customers to trial prior to purchase e.g. electrical items consider whether it is better for staff to demonstrate instead of customers touching the item
- Services which require direct interaction with customers should consider 2m social distancing or be made temporarily unavailable
- Highlight prior to purchase if stores choose not to assist customers with large purchases. Consider providing suitable protection and advice if this is to be conducted safely

## **Cafes and toilets**

- Consider whether it is safe to keep customer toilets open or if these should be available on request. If open, regular cleaning should include manual multi-person touch points such as door handles, flushes, taps. etc.
- Consider the frequency of cleaning baby changing facilities where available
- Consider closing any café/restaurant areas off to ensure customers do not use them

## **Suggested measures to implement strict hygiene control inside the store**

- Consider provision of cleaning stations at front of the store
- Identify and regularly clean key touch points

## **Provide clear guidance for employees**

(see appendix 4 for more detail)

- Regularly remind staff of social distancing measures that are in place in all areas of the store, and consider training on how they can support these measures being observed
- Share regular and visible written or verbal communication of government messages

## **Staff welfare provisions**

- Consider staggering staff shift start, end and break times to avoid crowding
- In high traffic/customer interaction areas consider the provision of hand sanitiser
- Encourage regular handwashing breaks for all staff
- Encourage use of disinfectant wipes to clean all equipment before and after each use
- Enhance the cleaning regimes for toilet facilities
- Staff who go outside the store for a break should maintain 2m social distancing
- Consider thorough cleans of all communal areas used for eating at the end of each break

## **If employees become unwell on site**

If an employee becomes unwell on site and believes they may have COVID-19, they must

- Go home, self-isolate and complete the on-line assessment tool (see: <https://covid19.gov.im/>). If their symptoms indicate possible COVID-19, the tool will advise them to contact 111. 111 will provide clinical assessment, offer testing if appropriate and provide guidance on self-isolation. If they are advised (through the self-assessment tool or 111) that the symptoms are not possible COVID-19, they do not need to self-isolate and can return to work when they feel well enough.
- If they're waiting to be picked up to go home, they should stay in a designated room at least 2 meters away from others and if possible open a window for ventilation. If the weather permits, remain outside but at least 2 meters away from others.

If a member of staff has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection.

**If a person falls ill but confirms that they have not been near anyone confirmed to be infected by COVID-19, then the site does not need to close. The following guidance applies:**

- Whilst the unwell person remains on site (waiting to be picked up to go home), they should be placed in a designated room at least 2 meters away from others and if possible open a window for ventilation. If the weather permits, remain outside but at least 2 meters away from others
- Cordon off the area that person was working in; an area 2m from each point around a workstation / desk would suffice. If they have been out on site, it will only be possible to cordon off the area if they have been at a specific part of a plot or using plant, etc
- Cleaners should be contacted to clean all surfaces that the person has been in touch with as soon as possible (especially the cordoned off area and high-traffic areas such as, kitchens, communal break-out area, toilets, etc.)

**If the person indicates that they have been near someone infected with COVID-19 or if they later test positive for COVID-19, the following additional guidance applies:**

- Arrangements should be made for the retail premises, welfare facilities and canteen to be temporarily closed and decontaminated. Dependent on the cleaning process, in most cases the retail premises will be able to be re-opened and functioning the day after the decontamination is carried out.
- High risk or close contacts of a positive case as assessed by the Contact Tracing Team (CTT) will be contacted by the CTT who will advise and monitor them through the self-isolation period.

## Appendices

### Appendix 1: Suggested steps to implement social distancing - outside the store

- Limit the number of entry and exit points into and out of store
  - Consider having separate entrance and exit points if possible

- **Consider the size and layout of the store to determine how many customers can be allowed in at one time and maintain a 2m distance**
  - Use a colleague to meet customers and explain the social distancing requirements
- **Consider markings outside the store to assist correct queue spacing and reflect the maximum number of customers that can enter at one time**
  - Consider whether temporary barriers should be available in case it is necessary to stop people joining a queue

#### **Appendix 2: Suggested steps to implement social distancing - inside the store**

- **Review the layout of the store to ensure aisles/walkways/collection order points are as clear as possible to accommodate 2m social distancing**
  - Where till points are close together, consider closing every other till point- Assess whether this is also necessary for self-scan tills
  - Physical barriers at till points using flexiplastic can provide a barrier for those working on the tills. Consider including in store cleaning programmes
  - Floor markings can help to facilitate compliance with the 2m social distancing advice, particularly in crowded areas and where queueing is likely
  - Consider one-way systems using floor markings and signage
  - If necessary, use staff to manage the flow of customers to checkouts
  - Regular announcements can remind staff/customers to follow social distancing advice
- **Try to avoid promotions and features where customers are likely to congregate**
  - Such as product demonstrations

#### **Appendix 3: Changing rooms, customer seating and special assistance**

- **Consider clearly designated position for colleagues to give the advice from**
  - Where customers require specialist advice/assistance in store, consider creating a clearly designated position for colleagues to give the advice from, ideally with a secure barrier as provided at till points.
- **If you provide in store products for customers to trial prior to purchase e.g. electrical items consider whether it is better for staff to demonstrate instead of customers touching the item**
  - Or provide hand sanitizer in these areas

#### **Appendix 4: Provide clear guidance for employees**

- **Sharing regular and visible written or verbal communication of the government messages can help remind employees along with:** Additional signage to ask staff not to turn up for work if they have symptoms, written communications, posters and signage and daily reminders to all staff via noticeboard and/or intranet

#### **Appendix 5: Cleaning and disinfection**

##### **Hard (Non-porous) Surfaces**

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, most common disinfectants should be effective.
  - Follow the manufacturer’s instructions for all cleaning and disinfection products for concentration, application method and contact time, etc.
  - Additionally, diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer’s instructions for application, ensuring a contact time of at least 1 minute, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.

### **Soft (Porous) Surfaces**

- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:
  - If the items can be laundered, launder items in accordance with the manufacturer’s instructions using the warmest appropriate water setting for the items and then dry items completely.

### **Electronics**

- For electronics such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present.
  - Follow the manufacturer’s instructions for all cleaning and disinfection products.
  - Consider use of wipeable covers for electronics.
  - If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

### **Linens, Clothing, and Other Items That Go in the Laundry**

- In order to minimize the possibility of dispersing virus through the air, do not shake dirty laundry.
- Wash items as appropriate in accordance with the manufacturer’s instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person can be washed with other people’s items.
- Clean and disinfect hampers or carts for transporting laundry according to guidance above for hard or soft surfaces.