



Reopening our high streets

A guide for businesses



European Union
European Regional
Development Fund



HM Government



We've put this advice together to help you reopen your business safely. The information will help to keep you, your staff and your customers safe.

The government has announced the easing of lockdown measures in England, allowing non-essential retail to reopen from 15 June if they're COVID-19 secure. The government advises that five practical steps should be taken to ensure safe working.

You should:

- carry out a COVID-19 risk assessment
- develop cleaning, handwashing and hygiene procedures
- help people to work from home if possible
- maintain 2m social distancing where possible
- manage transmission risk where people cannot be 2m apart.

By law, all businesses must undertake a COVID-19 risk assessment.

The government has published comprehensive information about coronavirus support for businesses which you can find at: [gov.uk/coronavirus/business-support](https://www.gov.uk/coronavirus/business-support)

There are more resources and sources of help and support listed on page 4 of this guide.

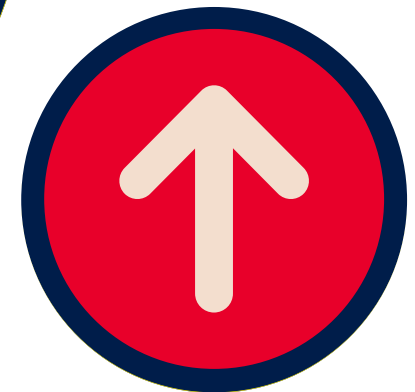
Your Shop safe Pack

You should have received a pack of Shop safe collateral which contains:

- ✓ Floor graphics for inside your shop
- ✓ Floor graphics for outside your shop
- ✓ Stickers
- ✓ Floor arrows for inside your shop
- ✓ Safety tape
- ✓ Window clings
- ✓ Queueing tape
- ✓ Posters.

How to use your Shop safe items:

Use the **indoor floor graphics** to relieve footfall in busy areas, create one-way systems for customers and maintain a safe working environment for your staff.



How to install the indoor floor graphics:

- clean the floor first to make sure it's free of dust and grease
- make sure the floor is dry
- keep them 2m apart - if in doubt, more than 2m is better!

How to use your Shop safe items:

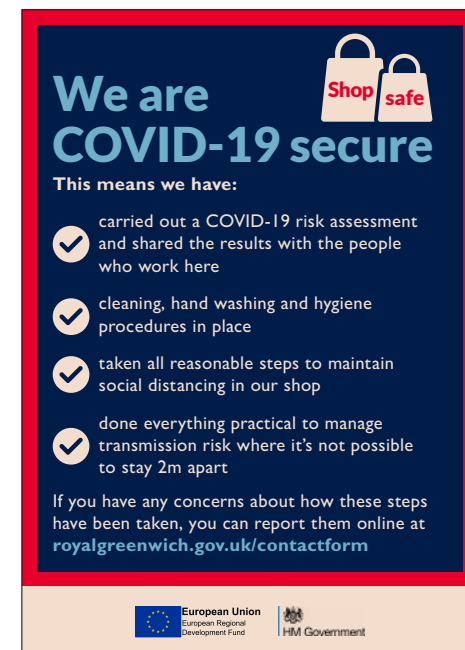
Use the **outdoor floor graphics** to create a safe queue for your shop.



How to install the outdoor floor graphics:

- clean the floor first to make sure it's free of dust and grease
- make sure the floor is dry - don't install them on a rainy day
- use as little of the pavement area as possible so residents can walk safely past your shop – set out your queue graphics to go around your shop front
- keep them 2m apart - if in doubt, more than 2m is better!

Place the **window clings** where customers waiting outside in your queue can see them.



How to install the window clings:

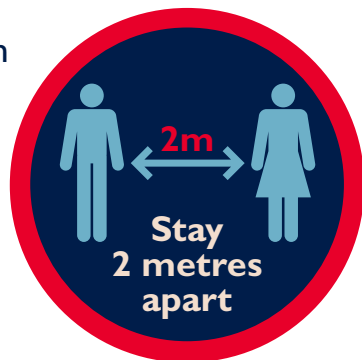
- place them on the inside of the windows - they're designed so they can be read by customers looking through the window
- use a bank card or ruler to smooth out any air bubbles
- use a spirit level, or an app to get the graphics as straight as possible
- peel and replace - they can be removed easily and moved to another window if needed.

How to use your Shop safe items:

Place the **stickers** around your shop to remind customers about the messages.

How to install the stickers:

- they can be placed where you think best inside your shop – they're low tac meaning they leave no residue on the surface
- use a bank card or ruler to smooth out any air bubbles
- peel and replace - these stickers can be peeled off and moved to another location if needed.



Tape

Use the **safety tape** to:

- close off areas you don't want your customers using to make sure they keep their distance
- create a one-way system around your shop.



Use the **2m queueing tape** to:

- remind customers of the 2m social distancing rules
- create space for queueing inside or outside your shop.



Resources

The government and other organisations have created comprehensive guidance for businesses and employees as restrictions begin to be lifted.

We've listed the information we think will be most helpful for businesses.

Support for businesses

The coronavirus business support information is government advice for all types of businesses in one place: [gov.uk/coronavirus/business-support](https://www.gov.uk/coronavirus/business-support)

Managing risks at work

The Health and Safety Executive (HSE) has published guidance to help you work safely and manage the current risks associated with running your business: [hse.gov.uk/index.htm](https://www.hse.gov.uk/index.htm)

Guidance about using public transport

Government guidance for people using or working in the transport sector: [gov.uk/government/collections/coronavirus-covid-19-transport-and-travel-guidance](https://www.gov.uk/government/collections/coronavirus-covid-19-transport-and-travel-guidance)

Test and Trace workplace guidance

The NHS has published workplace guidance about the test and trace service for employers, businesses and workers:

[gov.uk/guidance/nhs-test-and-trace-workplace-guidance](https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance)

There's also guidance about the COVID-19 tests and testing kits for patients, the public and professional users:

www.gov.uk/government/publications/how-tests-and-testing-kits-for-coronavirus-covid-19-work

Other sources of coronavirus support for businesses

GOV.UK has published a helpful list of coronavirus support for business from outside government:

[gov.uk/guidance/coronavirus-support-for-business-from-outside-government](https://www.gov.uk/guidance/coronavirus-support-for-business-from-outside-government)

We've also included some more:

Chartered Institute of Environmental Health (CIEH)

Resources including guidance for food and takeaway businesses:

cieh.org/policy/coronavirus-covid-19/resources/

Food Standards Agency

Reopening and adapting your food business during COVID-19:

[food.gov.uk/business-guidance/reopening-and-adapting-your-food-business-during-covid-19](https://www.food.gov.uk/business-guidance/reopening-and-adapting-your-food-business-during-covid-19)

British Retail Consortium (BRC)

BRC Coronavirus Hub: **[brc.org.uk/coronavirus/](https://www.brc.org.uk/coronavirus/)**

Association of Convenience Stores (ACS)

Resources for retailers: **[acs.org.uk/advice/covid-19-coronavirus](https://www.acs.org.uk/advice/covid-19-coronavirus)**

Business Companion

Impartial, government-backed information and guidance:

[businesscompanion.info/coronavirus](https://www.businesscompanion.info/coronavirus)

Give your reopening a boost

Advertise in Greenwich Info and reach over 300,000 residents! Contact us about advertising prices and other opportunities in the borough:

Gaynor.Granger@royalgreenwich.gov.uk 020 8921 5033

If you need additional **Shop safe items**, contact the council's in-house design team for prices: **adapt.studio@royalgreenwich.gov.uk**

For any general queries or to discuss additional support for your business, contact **business@royalgreenwich.gov.uk**



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