



BACK TO BUSINESS

CHECK LIST

This re-opening checklist is designed to help businesses get back on their feet after a period of closure. Making sure you bring your business back into operation ensuring the safety of your staff, customers and visitors.



STAY LOCAL • SHOP LOCAL • SHOP SAFE



Back to Business Checklist

Introduction

We have designed this checklist to help businesses get back on their feet after a period of closure. Making sure you bring your business back into operation ensuring the safety of your staff, customers and visitors.

This checklist is relevant to all businesses, although not all parts of the checklist will apply to everyone. All businesses are individual, and it is therefore not possible for us to cover every scenario in this checklist. Therefore, if you have any specific questions, please get in touch with our Back to Business Hub. You can do this by emailing or calling our dedicated business hub phone line.

Back to Business Hub Contact details

Email: backtobusiness@dover.gov.uk

Telephone: 01304 821199 (option 8)

Online: [Back to Business Form](#)

Updates

This is a constantly evolving document any updates or revisions will be listed here to enable users to keep up to date.

Date	Page(s)	Details of change / addition
17/06/2020	3	Added checkpoint for product returns and managing security risks.

Working Safely – Coronavirus

Things to do	Yes	No	Actions
Have you completed a Coronavirus Risk Assessment?			
Have you displayed the COVID secure poster?			
Have you consulted staff on Coronavirus and risk assessments relating to it?			
Have you appropriate washing and sanitising facilities in place for staff? Adequate supplies of liquid soap, paper towels, sanitiser etc?			
Have you considered the working environment to allow employees to social distance?			
Are employees working at home if possible?			
Do employees understand the requirements if they or anyone in their family are exhibiting symptoms?			
Have you identified if any employees are at increased risk from Coronavirus (vulnerable group, pregnancy etc) and addressed their specific risks?			
Have you considered how to minimise paper movements and using digital methods wherever possible?			

Have you considered how you are protecting front facing staff such as checkout, reception, advisors?			
Are floor markings needed to help give a visual reference for social distancing?			
Have staff been issues with appropriate PPE and sanitisers?			
Have staff received appropriate information, instruction and training?			
Is it needed or appropriate to provide hand washing or sanitisation for customers?			
What procedures have you in place for customers not complying with the rules?			
If customers are using baskets or trolleys have you considered management and cleaning of these?			
Is a one-way system appropriate to help the flow of customers?			
Are there any security risks from any changes you have made to your business in response to COVID-19?			
Is your website/ social media up to date and offering clear guidance to customers?			
Have you considered the process of receiving deliveries or returns safely?			
Can you minimise visitors by using alternative means of communication such as online meetings?			

Do you have stocks of and use a disinfectant / sanitiser suitable to be used in food preparation rooms to disinfect food contact surfaces, following a preclean with hot soapy water. Either ready to use or in concentrate form?			
Are staff aware of the correct contact time for the disinfectant /sanitiser to work?			
Do you have stocks and use hand sanitiser/gel for staff, customers and visitor to use and in stock?			
Do you have stocks and use liquid hand soap at all hand wash stations throughout your business and in stock?			
Do you have stocks and use disposable paper towels for hand drying at all wash hand basins and in stock?			

Food Safety

Things to do	Yes	No	Actions
Are the hot and cold water at all taps in the business working?			
Do plug holes and drains run freely?			
Before preparing food have you thoroughly clean the kitchen and all food rooms, disinfect the food preparation areas including food preparation sinks?			

Before using any equipment or utensils which were left out during the lockdown ensure thoroughly clean and disinfected. Any equipment and utensils that were left out during the lockdown and need cleaning?			
Have you cleaned all other fixtures and fitting at accessible height?			
Have you thoroughly cleaned and disinfected tables, chairs, and any other furniture?			
Have you emptied, thoroughly cleaned and disinfected the ice machine/s as per manufacturer's instructions?			
Is the ice machine working correctly and able to produce enough ice for the bars and kitchen if required for cooling foods?			
Have you emptied, cleaned and disinfected all ice holding containers and any utensils used with them?			
Have you checked all rooms for food left in dispensers, condiments etc and dispose of it? Wash and disinfect any re-useable containers.			
Have you checked all rooms for open/unprotected food contact packaging and dispose of it?			
Have you check the contents of your fridges, freezers and cold room/s and disposed of out of date, damaged or unlabelled foods?			
Have you thoroughly cleaned and disinfect all refrigerator and cold rooms and left them dry?			
Are your refrigerators and cold rooms able to keep food at or below 8°C?			

Are the seals and shelves intact and safe to use?			
Have you done a stock take of the remaining foods?			
Are your freezers able to keep foods at -18°C?			
Have you checked food in the dry store is it within date?			
Have you disposed of any damaged, open packs or unlabelled food?			
Have you arranged the food in the dry store sorted in date order, with the oldest at the front?			
Have you done a stock take of the remaining foods in dry store?			
Do your procedures cover all new practices/products, services, e.g. deliveries, bulk cook?			
Have you reviewed all your procedures, to ensure they are relevant? Are staff aware of any changes?			
Have you reviewed your checklists to ensure they reflect current working practices?			
Have you updated your opening and closing checks?			
Have you printed and put in place all required checklists?			

Have you reviewed your cleaning schedule and are staff aware?			
Do you need to order PPE for cleaning staff?			
Have you checked new products for allergens?			
Have you checked new menus for risk of allergens?			
Have you updated allergen information in the kitchen, website and front of house?			
Have you removed all out of date allergen information?			

Structure

Things to do	Yes	No	Actions
Have you check for signs of pests, how did they get in?			
Is there any structural damage to the property?			
Is any pest proofing compromised?			

Have you repaired damaged pest proofing?			
Have you repaired any damaged structure?			

Health and Safety

Things to do	Yes	No	Actions
Have you reviewed your current health and safety arrangement to ensure any changes in your business have been reflected?			
Have you reviewed your arrangements for legionella and taken appropriate measure to flush and clean the system minimising risk?			
Are your gas appliances and pipework adequately maintained and inspected within the last year?			
Has your electrical installation been properly maintained and inspected within an appropriate time scale?			
Have you checked your work equipment is functioning correctly and any safety features operating correctly?			
Have you assessed your first aid arrangement and made sure you have adequate cover?			
Are you clear on your accident reporting responsibilities?			

If you provide PPE to staff either in the normal course of their work or as a result of COVID19 do you have enough to ensure that staff have their own and that it is not shared?			
Have you reviewed your fire risk assessment to reflect any changes in operation?			
Have you undertaken appropriate fire alarm testing?			
If fitted have you checked Carbon Monoxide detectors?			
Have you checked your fire alarm system including smoke detectors and emergency lighting?			
Have you checked you fire escape routes? Do all the doors open and are the exit routes free of obstructions?			

