OPEN BACK TO BUSINESS

This re-opening guide 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.

NOW we are
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- support local businesses -

DOVER DISTRICT COUNCIL

Contents

Updates

This document is document which will continue to be developed in line with any government guidance and legislation updates.

Date	Version	Details of changes made
12 June 2020	Version 1	-
17 June 2020	Version 2	Added information on product returns and managing security risks.

Introduction

We have designed this guide 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.

For information regarding business closures and businesses that are permitted to open, please visit the Government website at the following link:
www.gov.uk/government/publications/further-businesses-and-premises-to-close

This guide is relevant to all businesses, although not all parts will apply to everyone. All businesses are individual, and it is not possible to cover every scenario in this guide. 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

- Telephone: 01304 821199, option 8
- Email: backtobusiness@dover.gov.uk
- Online: Back to Business Form

Working Safely - Coronavirus

We have designed this guide to help you work safely and control the risks associated with running your business at this time.

It runs through a basic overview of precautions that may be needed and also links you to relevant guidance and specific industry guidance. No two businesses are the same, so you must consider your working practices and building layout in assessing how you control the risks.

Coronavirus Risk Assessment and COVID 19 guidance

As an employer, you have a legal responsibility to protect workers and others from risks to their health and safety. Therefore, you should undertake a risk assessment focusing on Covid-19 and highlight actions which you can take to minimise the risk of COVID 19 in your business.

For more information on how to undertake a risk assessment, go to the HSE Risk Assessment web pages: www.hse.gov.uk/simple-health-safety/risk/index.htm.

If you have fewer than five workers or are self-employed, you don't have to write anything down as part of your risk assessment, although you may still find it helpful to write it down.

There is an expectation that businesses will publish their Covid-19 risk assessment if they have over 50 employees.

A risk assessment is about identifying sensible measures to control the risks in your workplace and help you decide whether you have done everything you need to do. Below are some measures you should consider in your business:

- Place posters that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene at the entrance to the workplace and in other areas where they will be seen.
- Provide employees with tissues and waste bins lined with a plastic bag so that they can be emptied without contacting the contents.
- Instruct employees to clean their hands frequently, using an alcohol-based hand sanitiser that contains at least 70% alcohol and to wash their hands with soap and water for at least 20 seconds. Provide alcohol-based hand sanitiser, soap, water, and paper towels and turn off hand dryers to prevent the spread of airborne particles. Place hand sanitiser in multiple locations to encourage hand hygiene.
- Ensure employees keep at least 2 meters away from each other, where possible.
- Move workstations or designate workstations as vacant during this time.
- Reduce the number of employees in the workplace at any one time, perhaps introduce shift working.
- Provide screens to protect employees from sneezes or coughs.
- Prop open doors, so they do not have to be touched. However, you should consider your fire risk assessment if the doors are fire doors nor allow staff to work in an uncomfortable draft.

- Make sure ventilation systems are operating properly and open windows to allow fresh air into the premises.

Risk Assessment Guidance

HSE Managing risks and risk assessment at work: www.hse.gov.uk/risk/

The Institute of Occupations Safety and Health (IOSH) have published a guide, 'Covid-19 risk assessment guidance', please see iosh.com/media/7811/iosh-risk-assessment-guide.pdf

Who should go to work?

If there are staff members who can work from home, they should continue to do so. Employers must provide equipment to ensure employees can work from home safely.

Where it is not possible to work from home, the guidance on social distancing and hygiene (handwashing with soap and water often, for at least 20 seconds) should be followed; and change tasks and job to reduce risk.

Some employees with specific medical conditions that put them at greater risk of severe illness from coronavirus are still being asked to shield and will need special consideration as to their work activity. More guidance on shielding individuals is available here: www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19

Working safely during the coronavirus outbreak

You must think about organising your work area or business so that you can fulfil social distancing measures.

- Take physical steps to ensure people work 2m apart including closing desks and checkouts
- Provide signage to remind people to keep a 2m distance, use floor paint or tape to remind people of the distance.
- Avoid staff working face-to-face, for example working side-by-side or back to back.
- Put up screens to create a physical barrier between people if social distancing measures cannot be carried out.
- Businesses must keep the work and business area clean and prevent transmission by touching contaminated surfaces.
- Provide handwashing facilities (running water, soap and paper towels) at entry/exit points. People should be able to wash their hands when they get to work and leave. If this is not possible, provide hand sanitiser.

Managing Queues

While implementing social distancing practices, customers may have to wait to enter, browse or be served, resulting in queues.

Make sure your business has a plan for safely operating and managing the flow of people into, around, and out of your premises. We recommend that queues only run flush with the frontage of your premises, and are limited to your shop front only, to prevent merging. You will need to ask anyone waiting beyond the front of your premises to come back later.

Monitoring and managing queues are the responsibility of the business itself, and not of the Police or local councils. You will need to assign personnel to manage your queues and limit the number of people who are waiting. If you have neighbouring businesses, it is a good idea to work together on how your queueing systems will work.

Good Hygiene

- Provide signage and posters to promote good hygiene and details on the 20-second handwashing technique. Consider how you will inform employees whose first language is not English.
- Provide handwashing facilities with running hot and cold water, soap and paper towels. Employees should wash their hands for 20 seconds, on arrival and leaving the site, and regularly throughout the day, especially after blowing their nose, coughing or sneezing, after using toilet facilities and at breaks.
- Provide hand sanitiser in multiple locations around businesses.
- Set clear guidelines and procedures on cleaning, handling goods and merchandise

Cleaning and Disinfection

Businesses will already have cleaning schedules in place; however, these may need to be reviewed to increase the frequency of cleaning.

Hand contact points (e.g. door handles) are always important and should be cleaned more regularly than other surfaces. All businesses will need to consider areas where employees and members of the public touch, which will need to be regularly cleaned to reduce the risk of transmission of COVID 19.

Always read the label and follow the manufacturer's instructions on cleaning products to ensure you have the correct contact time and dilution of the product. Ensure you provide staff with any necessary PPE to complete the cleaning.

The government has issued the following guidance:

www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

PPE (Personal Protective Equipment)

Continue to provide all employees with the PPE that you normally would for the work activities they are undertaking and ensure each employee has their own PPE, and it should not be shared.

Following your Coronavirus risk assessment, if it identifies PPE as necessary, e.g. gloves or masks, you must provide this for all employees and give instructions on how to use the PPE.

If PPE has not been identified as necessary from your Coronavirus risk assessment, but employees want to wear a face covering, employees should support this where possible. You can find details of how to wear and make a face covering at the following link:

www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering

Retail Customers

You need to minimise opportunities for the virus to spread by maintaining 2-metres between individuals. This advice applies to both inside the business and in the external public areas where customers may wait or queue.

We would recommend you consider and implement the steps below, which could include:

- Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage and posters.
- Regulate entry to the shop to ensure you can always maintain social distancing in the shop
- Providing regular announcements to customers about social distancing
- Use floor markings and arrows to facilitate compliance with social distancing and any one-way systems
- Provide hand washing or hand sanitisers for customers on arrival
- Encourage customers not to touch products unless they are planning on buying
- Encourage contactless payment where possible
- Setting up 'no contact' return procedures where customers take return goods to a designated area. Store items that have been returned, or donated for 48 hours, or clean items with usual cleaning products, before displaying them on the shop floor.

Security

You should also consider the security implications of any decisions and control measures you intend to put in place, as any revisions could present new or altered security risks that may require mitigation.

We would recommend you maintain use of security access devices, such as keypads or passes, and adjusting processes at entry/exit points to reduce risk of transmission. For example, cleaning pass readers regularly and asking staff to hold their passes above pass readers rather than touching them.

Government guidance on security can be found at: https://www.cpni.gov.uk/staying-secure-during-covid-19-0

Signage

We've created posters for you to download, print and put in the window of your business, to help people know what they should be doing to help stop the spread of coronavirus (COVID-19) and help you open safely.

- Poster: Help us to get back to business safely

You should also display a poster to confirm that you have read and are following the Government's COVID-19 secure guidelines[1]

- Poster: Staying COVID-19 Secure in 2020[2]

Food Safety

The Food Standards Agency have produced a checklist for food businesses reopening during COVID 19. You can find the checklist at the following link: www.food.gov.uk/sites/default/files/media/document/reopening-checklist-for-food-businesses-during-covid-19-form.pdf

Chilled and cold room storage

When you went into lockdown, you should have emptied refrigerators, cleaned them and left them open. If they still had food in them, any food left in fridges should be disposed of and not used.

Thoroughly clean and disinfect all your fridges and cold rooms, inside and out, don't forget the door seals. Dry the inside of the fridge or cold room.

Freezers

Check your freezers; if they are badly iced up, it probably means the door or lid was not properly closed.   If freezers are badly iced up, they should be emptied. Place the food in another working freezer, ensuring separation of raw and ready to eat foods. Once defrosted, thoroughly cleaned and disinfected, dry and turn on for 24 hours before being restocked.

Any freezers that were left empty should be defrosted, thoroughly cleaned and disinfected, dry and turned on for 24 hours before being restocked.

Ice machines

Prior to starting to use your ice machine, ensure it has been thoroughly cleaned and disinfected, as well as any ice buckets and scoops. Scoops should not be stored in the ice cavity. Store them so they will be maintained in a clean condition away from contamination, at the end of the shift, ensure the scoops are cleaned and disinfected preferably through the glass machine. They should be cleaned frequently throughout the shift.

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[1]   www.gov.uk/guidance/working-safely-during-coronavirus-covid-19
[2]   assets.publishing.service.gov.uk/media/5eb97d30d3bf7f5d364bfbb6/staying-covid-19-secure-accessible.pdf

Stock Control

Food businesses should ensure that any ingredients or raw materials that have passed their use-by date are disposed of appropriately. You should also inspect stocks for damage and/or signs of pest-infestation and check temperature control records if available. You should not use ingredients or raw materials where the integrity of the packaging is not intact or where you are not content that adequate temperature control has been maintained.

Cleaning and disinfection in food businesses

To comply with the general rules for food hygiene, you are required to have in place your own cleaning, disinfection and hygiene procedures as part of your Food Safety Management System (FSMS). This is essential to produce safe food and should reduce the risk of cross-contamination. This includes avoiding tainting and preventing microorganisms from spreading to food.

You should follow guidance on good hygiene practices in food preparation. This should include ensuring that objects and surfaces that are touched regularly are frequently cleaned and disinfected using your regular cleaning products.

Any chemicals used in food establishments to clean and disinfect food contact surfaces and equipment must be approved as food safe. You are advised to follow the manufacturer's instructions for preparation and for use, paying particular attention to contact times.

The Safer Food, Better Business (SFBB) for Caterers pack advises food businesses to use disinfectants and sanitisers that meet BS EN standards.

We recommend that the following cleaning steps are taken prior to the preparation of any food:

- Deep clean hand washbasins and sinks
- Deep clean hand contact points (handles, switches etc.) and surfaces
- If equipment or utensils were left uncovered, they must be thoroughly cleaned and disinfected before use
- Prior to using dishwashers and glasswashers, put on an empty hot wash cycle.

Food Safety Management (FSM)

Hazard Analysis Critical Control Points (HACCP)

Safer Food Better Business (SFBB)

If your business has changed or introduced new ways of producing or selling food, e.g. takeaway service, you must ensure your food safety management system covers the new ways of working. The daily or weekly records will also need to be checked. You may have new critical controls that need monitoring that you did not have before, for example, temperature checks on takeaway food.

The Food Standards Agency has provided guidance on reopening and adapting your food business during COVID 19, which you can find at the following link:

www.food.gov.uk/business-guidance/reopening-and-adapting-your-food-business-during-covid-19

Other useful links to help you with your food safety management system:

https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses

www.food.gov.uk/business-guidance/hazard-analysis-and-criticalcontrol-point-haccp

www.food.gov.uk/business-guidance/safer-food-betterbusiness#information-packs

www.food.gov.uk/safety-hygiene/chilling

www.food.gov.uk/business-guidance/bulk-freezing-of-ambient-andchilled-foods

traceabilitytraining.food.gov.uk/

Allergens

Businesses must make information available for every food item it provides that contain any of the 14 allergens. To meet with the legislation, food businesses providing non-pre-packed food must do the following:

- Have details listed clearly in a prominent place such as on the menu, on the website or provided orally by staff
- If the information is being provided orally, businesses must ensure there is a way for the information to be checked by others and to be given consistently (written records).
- Food being sold at a distance, e.g. telephone order takeaways, the information must be provided before the purchase is complete (either orally or written) and in a written format when the food is delivered.
- Businesses must look carefully at each menu item they are selling/serving, looking at all the ingredients included within that product. Don't forget to think about every component of a food product, down to any oils, sauces or garnishes used.
- If you use pre-packed or pre-prepared foods in a recipe, you will need to obtain information as to the ingredients in that product, e.g. from the label or from communicating with suppliers.
- Keep records as to where information on allergens has come from, e.g. copies of labels/ suppliers' details.
- Review the information regularly, particularly when there is a change of menu or recipe or if a different brand of an ingredient or different supplier is used.

If your business has introduced new food products on its menu, or now provides takeaway, please check to ensure the allergen information is available on these new food products and you are making the information readily available to the customer.

Training

We recommend staff have had refresher training to ensure all staff have the skills and knowledge to work safely. We also recommend that if staff jobs have changed, or you require staff to wear PPE, you should make sure staff have had suitable training. All training should be recorded.

Structure and Maintenance

We would recommend you walk around your business to check for any structure or maintenance issues, to ensure these can be resolved prior to opening your business.

- Run the cold and hot taps on the sinks and wash hand basins - see the section on Legionella.
- Check all electrics and equipment are working efficiently, if works are required ensure these are completed by a competent electrician
- Test your fire alarm system including smoke alarms and emergency lighting and contact your alarm company if there is a problem
- Test your carbon monoxide detector and replace batteries if required

Pest Control

Look for evidence of pests, check existing traps (wear gloves and wash your hands after handling traps and dead pests).

When completing pest checks, you should look for:

- Pest entry points around the edge of the building
- Damaged pest proofing
- Gnawed or damaged structure or products
- Droppings
- Nests
- Smears or tail marks
- Hair

If you find any of these, call a pest control company and ask for a visit. If you are not responsible for the outside immediately inform your landlord or management company.

Carry out thorough cleaning and disinfection if pests are found. Do not open the premises whilst there is pest activity on the premises.

Health and Safety

General

Your business should have a health and safety systems in place commensurate to the size and nature of your operations. If you employ five or more people, you should have a documented health and safety policy and your risk assessments must be recorded.

You can find a basic guide to what you should have in place You can find a on the HSE website: www.hse.gov.uk/simple-health-safety/index.htm

Prior to reopening after a break, you should review your health and safety systems and update it to reflect any changes in working practices or staffing levels.

This guide is just looking at the elements of your health and safety that may be affected by a closure or the coronavirus pandemic

Legionella

Legionella bacteria can cause respiratory illnesses, including 'Legionnaires' disease', a fatal form of pneumonia. With some businesses closed or with reduced work activity as a result of the Covid-19 pandemic, there is an increased risk of legionella growing within water systems.

If you are a business owner, a landlord or property manager, or otherwise manage a water system, you need to be aware of the risks of legionella growing within stagnant water systems.

All water systems need to be monitored, but the main risks are systems or equipment which may involve a risk of aerosol, i.e. where there are showers, hose pipes, sprinklers, washers, irrigation systems, spas, cooling towers, evaporative condensers etc.

As a general principle, outlets on hot and cold water systems should be used at least once a week to maintain a degree of water flow that will minimise the chances of stagnation and potential growth of legionella.

To manage the risks whilst the water system is not being used or used infrequently, you should consider implementing a suitable flushing regime or other measures such as draining the system if it is to remain vacant for long periods before the system is used.

Flushing of the water system should be done gently, at low water pressure, to minimise aerosols:

- If necessary, first pre-heat your hot water supply.
- For mixer taps, gently run cold water taps first, then hot. Turn cold tap on at arms' length whilst facing away, then move away and let the tap run for 2 minutes.
- After turning off the cold tap, gently run the hot water tap for 2 minutes in the same way.
- After this, put a thermometer under the water flow to ensure the hot water temperature reached at least 60C. If not, adjust the hot water temperature on your boiler, wait for it to heat up and repeat this.
- For showerheads, hoses or pressure washer taps, cover the head to reduce the spray by tying a polythene bag over it that has a small hole cut at the bottom. Always turn the head away from you and turn on with low pressure, initially just cold water for 2 minutes,

then hot for 2 minutes. Remove the polythene bag and check the water temperature reached at least 60C. If not, adjust the boiler and repeat as above.

Before use (after a prolonged period of closure) the whole water system should be disinfected, following the guidance produced by the European Society for Clinical Microbiology and Infectious Diseases on managing Legionella in building water systems during the COVID-19 pandemic.

www.escmid.org/fileadmin/src/media/PDFs/3Research_Projects/ESGLI/COVId_buidling_water_system_guidance_27_3_20_v4_DS.pdf

For swimming pools, sports centres or spas, see the Pool Water Treatment Advisory Group Code of Practice and their advice on temporary pool closures.

www.pwtag.org/code-of-practice/

Fire Safety

Your business will need to review your Fire Risk Assessment to ensure that it is current and reflects the way your business now operates. Consider any changes such as working practices, alterations made to the premises and staff numbers.

Further sources of help and information

General Government guidance

With the rapidly changing nature of the COVID-19 outbreak, information and advice from Government can change quickly. For all the latest Government information on COVID-19 and the measures the Government is taking, please visit the UK Government website: www.gov.uk/coronavirus

Guidance for employers and businesses on COVID19: www.gov.uk/guidance/working-safely-during-coronavirus-covid-19

Cleaning in non- healthcare setting: www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

NHS

Guidance on handwashing: www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/

Food Standards Agency

Adapting business for takeaway service: www.food.gov.uk/business-guidance/adapting-restaurants-and-food-businesses-for-takeaway-and-food-delivery-during-covid-19

Health and Safety Executive

Social distancing, keeping businesses open and in-work activities during the coronavirus outbreak: www.hse.gov.uk/news/social-distancing-coronavirus.htm

Regulating occupational health and safety during the coronavirus outbreak: www.hse.gov.uk/news/hse-regulatory-activity-during-coronavirus.htm

H&S advise for small businesses: www.hse.gov.uk/abc/

Trade Associations

Check out the information that your trade association is publishing, which will be of relevance to your business.

Federation of Small Businesses

COVID-19: health and safety checklist: www.fsb.org.uk/resources-page/covid-19--health-and-safety-checklist.html)

Business beyond lockdown: How to carry out a risk assessment: www.fsb.org.uk/resources-page/business-beyond-lockdown-how-to-carry-out-a-risk-assessment.html)

Horticultural Trade Association

Safe Trading Guidance: hta.org.uk/uploads/assets/bd8b34da-0289-45de-a120147de703aeeb/HTA-Safe-Trading-GuidanceV10.pdf