



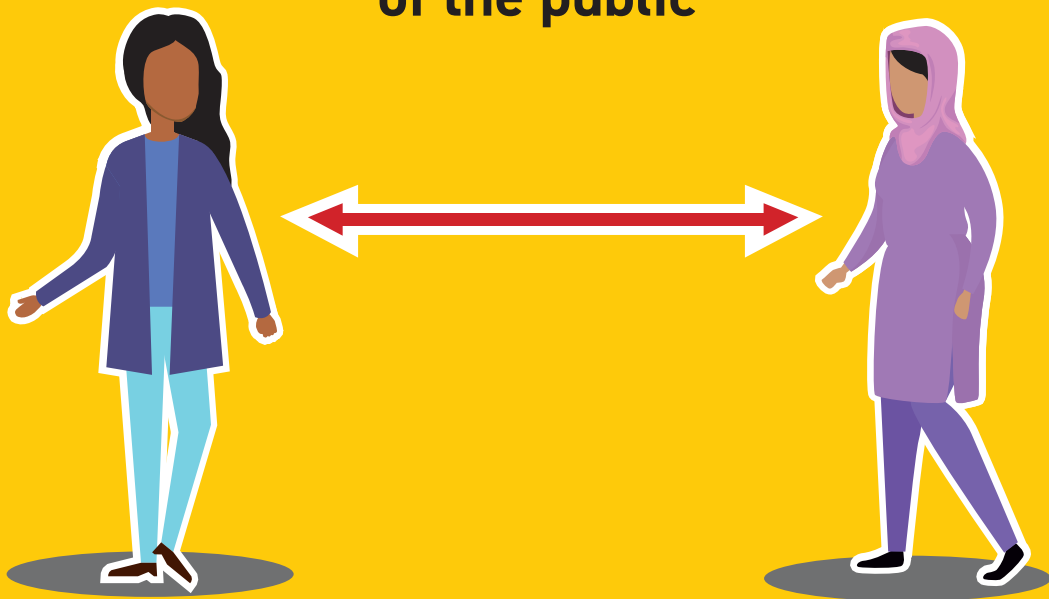
European Union
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HM Government

Newham London

Information for businesses on opening to members of the public



KEEP YOUR DISTANCE. SAVE LIVES.

**People at the Heart
of Everything We Do**

Can my business open to members of the public?

Currently the businesses that are allowed to open include:

- Food retailers, including supermarkets
- Pharmacies and chemists
- Bicycle shops
- Homeware, building supplies and hardware stores
- Garden centres and plant nurseries
- Veterinary surgeries and pet shops
- Convenience stores, newsagents and off-licences
- Laundrettes and dry cleaners
- Post offices
- Food delivery and takeaway
- Taxi or vehicle hire businesses
- Car repair and MOT services
- Outdoor markets.

At this moment in time, the government is looking at allowing most other non-essential retail stores to open to members of the public from 15 June, so long as the businesses can abide by social distancing rules on their premises.

Some businesses must remain closed to members of the public. These include:

- Hairdressers, barbers, beauty and nail salons
- Restaurants, cafes and pubs
- Bars and nightclubs
- Indoor fitness studios and gyms.

If your business is not listed or you are unsure if you are allowed to open to members of the public please see further information on page 4 of this leaflet for guidance.



What measures should my business put in place to open?

- Limit the number of entry and exit points. Consider having separate entrance and exit points if possible
- Limit the number of customers allowed inside at any one time. Assess the size of the premises and its layout. This will enable you to calculate the number of customers who can enter whilst maintaining social distancing
- Place clear signage outside and inside the premises explaining the social distancing measures in place that customers should follow
- Place markings outside the premises to assist with correct queue spacing
- Speak to nearby premises to work together to manage possible shared queuing areas
- Consider whether additional staff may be required to help with queues and entry
- Provide cleaning stations at the front of the premises for customers including hand sanitiser, wipes or spray and tissue for cleaning of trolleys and basket handles by customers
- Identify and regularly clean key touch points e.g. door handles, keypads, handrails, counters
- Review the layout of the premises to ensure aisles/walkways are as clear as possible to accommodate social distancing, consider one-way systems using floor markings and signage to highlight system and direction
- Erect physical barriers at till points using materials such as flexi plastic to provide a barrier for those working on the tills. Remember distance between tills should follow social distancing requirements
- To limit congestion, consider restocking/replenishing only outside of opening hours. If replenishment must be done during opening hours, assess how this can be done without compromising employee or customer safety
- Consider what steps managers and staff could take, where customers are not following social distancing measures
- Establish rigorous regular cleaning techniques, cleaning work surfaces and public spaces, with particular focus on busy areas
- Encourage increased handwashing and introduce more handwashing facilities for workers and customers or provide hand sanitiser where this is not practical
- Items that are either returned, donated, brought in for repair or extensively handled (for example tried on shoes or clothes) should be kept in a container or separate room for 72 hours, or cleaned using a cleaning product, before being returned to the shop floor



- Train all staff in the steps you are putting in place to keep them and customers safe.

Where can I find further information?

For the full list of businesses that must remain closed as well as further guidance for businesses, please visit www.gov.uk/guidance/working-safely-during-coronavirus-covid-19

For further information on how Newham Council is supporting businesses visit www.newham.gov.uk/Businesssupportcovid19

If you still unsure about whether your business can reopen to members of the public or have any other queries, please contact trading.standards@newham.gov.uk

