

## COVID-19 BEST PRACTICE: SAFETY MEASURES CHECK LIST

Safer Business Network has put together this useful checklist to help you make sure you, your business, your employees, and your customers are safe, following the government advice to fight the spread of the virus.

### YOUR LOCAL BCRP TEAM

If you have any questions or want to contact your local BCRP team, you can do so via the details below.

BCRP Senior Officer	<b>Name: Keeva Farrell</b> Email: <a href="mailto:Keeva.Farrell@saferbusiness.org.uk">Keeva.Farrell@saferbusiness.org.uk</a> Mobile: 07387266321	<b>SAFERWESTEND</b> BUSINESS PARTNERSHIP
BCRP Officers	<b>Name: Lauren Coward</b> Email: <a href="mailto:Lauren.Coward@saferbusiness.org.uk">Lauren.Coward@saferbusiness.org.uk</a> Mobile: 07503635694	<b>Name: Harvey Beresford</b> Email: <a href="mailto:Harvey.Husnu-Beresford@saferbusiness.org.uk">Harvey.Husnu-Beresford@saferbusiness.org.uk</a> Mobile: 07503636538

### BUSINESS CRIME REDUCTION PARTNERSHIP SUPPORT

We are here to support your business to re-open, recover and stay safe. Our support is targeted to your business needs and we provide you with tools to keep you, your staff and your customers safe.

During the lockdown crime levels have been very low, but it is expected they will increase once restrictions are eased and businesses start to re-open.

If you need any more information or advice you can contact your local BCRP team.

<input type="checkbox"/>	Consider attending online training available through the Safer Business Network and its' local partnerships.
<input type="checkbox"/>	Subscribe to our webinar on re-opening your business (dates will be released locally).
<input type="checkbox"/>	Take note of our official Fact Sheets and information available on our <i>COVID-19 Portal</i> <a href="http://www.saferbusiness.org.uk/covid-19-portal">www.saferbusiness.org.uk/covid-19-portal</a>
<input type="checkbox"/>	Log onto DISC to familiarise yourself with the most recent and prolific offenders within your area.
<input type="checkbox"/>	Report any incidents that occur in your business via our secure intelligence system (DISC) or contact your local BCRP team.
<input type="checkbox"/>	Report crime to police: <ul style="list-style-type: none"> <li>• Emergency – dial 999</li> <li>• Not-emergency – dial 101</li> <li>• Online report - <a href="http://www.met.police.uk/report/">www.met.police.uk/report/</a></li> </ul>
<input type="checkbox"/>	Use your BCRP radio to communicate with other local businesses/security teams/CCTV. <i>Please note your radio does not replace calling the Police in an emergency.</i>

## PROTECTING YOUR BUSINESS

Before opening, make sure your venue is compliant with social distancing measures before welcoming your customers:

<input type="checkbox"/>	Prepare and post reminders of social distancing and cleaning protocols.
<input type="checkbox"/>	Develop a queuing system remembering to liaise with neighbouring businesses about the direction of queues.
<input type="checkbox"/>	Clearly communicate new protocols to encourage customers to respect social distancing through signage and floor markings.
<input type="checkbox"/>	Control the entry points (including deliveries) – ‘Meet and greet’ your customers as they enter.
<input type="checkbox"/>	Provide sanitizer, wipes, PPE as appropriate – Not too close to the front door.
<input type="checkbox"/>	You will need put in place a designated route around your store, this will need to be signposted clearly.
<input type="checkbox"/>	To reduce cross contamination consider leaving the front door open, unless you have automatic doors.
<input type="checkbox"/>	Where possible, designate a specific enclosed room to isolate any person (either customers or staff) identifying themselves with symptoms. It is suggested to report the symptomatic individual to the NHS.

## PROTECTING YOUR EMPLOYEES

Businesses should put in place a *COVID-19 Workplace Policy* which is kept under constant review and regularly communicated to employees. It should include information, advice and make clear that any member of staff who has symptoms, however mild, or is in a household where someone has symptoms, must not come into the workplace. You must ensure your business is a clean/safe environment for employees to return to, having already made adjustments to help them social distance.

<input type="checkbox"/>	Do not shake hands.
<input type="checkbox"/>	Maintain a 2 metres distance between members of staff.
<input type="checkbox"/>	Make sure staff are aware that they should avoid touching your eyes, nose and mouth.
<input type="checkbox"/>	Make sure staff wash their hands regularly.
<input type="checkbox"/>	If wash stations are not available, then sanitise using sanitiser that is at least 60% alcohol.
<input type="checkbox"/>	Ensure staff are aware they should cover their nose and mouth with a tissue if they cough or sneeze. They should dispose of the tissue after use in a refuse container and then wash their hands.
<input type="checkbox"/>	Encourage staff to walk or cycle to work and avoid the use of public transport wherever possible.
<input type="checkbox"/>	Communicate with your teams regularly and ensure they can provide feedback on working arrangements and raise any concerns.
<input type="checkbox"/>	Provide ongoing support for staff on furlough.
<input type="checkbox"/>	Prepare for a slow re-integration into duties for staff returning from furlough and consider measures like staggered opening times.
<input type="checkbox"/>	Create secure, designated storage areas for personal items.
<input type="checkbox"/>	Consider installing screens or shields if appropriate.

## PROTECTING YOUR CUSTOMERS

It is essential that customers are kept safe and feel safe. If a potential customer sees measures in place that are visible, they will feel safer coming into your premises. It is advised that measures to keep customers safe are regularly reviewed, risk assessed and in line with current regulations.

<input type="checkbox"/>	Display all new policies and procedures being implemented in your business so that customers are aware of what is expected of them, and can see the effort your business is going to in order to keep them safe – you may wish to display them online and on social media as well.
<input type="checkbox"/>	Limit the number of customers in your premises at any one time. <i>Define the number of customers that can follow a 2-metres social distancing policy within the store, considering total floor space – one person for every 4 square metres.</i>
<input type="checkbox"/>	Consider reducing or suspending some customer services based on your risk assessments.
<input type="checkbox"/>	Designate social distancing ‘champions’ from your team to demonstrate social distancing guidelines to customers.
<input type="checkbox"/>	Meeting and greeting customers as they enter your premises can deter offenders.
<input type="checkbox"/>	Clear signage and instructions on queuing and social distancing can help prevent customers frustration and potential anti-social behaviour.
<input type="checkbox"/>	Encourage customers to shop alone where possible but understand that for some customers this may not be possible and that they may need support from other people.
<input type="checkbox"/>	Provide clear guidance to customers on arrival.
<input type="checkbox"/>	Ensure there is adequate provision for the disposal of waste including enough waste bins in place.
<input type="checkbox"/>	Consider installing <i>Sanitising Stations</i> which provide anti-bacterial gel dispensers, paper and cleaning spray which can be used on trolley's, baskets etc,
<input type="checkbox"/>	Use space outside your premises to manage a queuing system – communicate with your neighbours to manage any shared queuing areas whilst adhering to current regulations.

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

Consider making PPE available for your staff if your employees regularly come into contact with members of the public during their working hours. Conduct a risk assessment to identify those members of staff who may be at greater risk and prioritise them for any PPE.

<input type="checkbox"/>	<p>Consider updating your first aid kit by adding gloves, gowns, face masks, preferably resuscitation face shield and eye protection. PPE includes the following:</p> <ul style="list-style-type: none"> <li>• Disposable face masks</li> <li>• Face shields</li> <li>• Disposable gloves</li> <li>• Reusable gloves</li> <li>• Hand sanitizer (at least 60% alcohol)</li> </ul>
--------------------------	--

**Disclaimer** This best practice is for information purposes and aims to increase your general knowledge in a particular subject area. Safer Business Network accepts no responsibility for how you use this information or actions taken by yourself based on your interpretation of this information.

The information contained in this document has been collated with the assistance of partners in the Metropolitan Police Service. Please do not hesitate to contact your BCRP team or your local SNT if you have any questions.