

# Business Guidance for Reopening

Restrictions for non-essential businesses are set to relax from the 12 of April 2021 (to see the full road map out of lockdown [CLICK HERE](#)).

As we prepare to welcome colleagues and customers back to retail areas across the Borough, we wanted to share some top tips and information which can help you prepare with getting ready to reopen your business once restrictions allow.

## Trading hours

Please consider your opening and closing hours to allow phased travelling times for both customers and employees.

## Queueing

Below are some guidelines to help businesses operate as efficiently and safely as possible, however these are simply there for assistance, each business will have its unique challenges and decisions should be made to minimise the risk to your staff and consumers where possible.

- Businesses are recommended to run their external queue across the longest part of their premise's façade
- Businesses installing floor vinyl's or floor tapes must ensure the products are anti-slip laminate and abide by Essex Highways guidelines.
- Queues should not cross walkways and should run parallel to the business's premises.
- It is the businesses responsibility to ensure the queues are controlled and not preventing members of the public from passing in a safe manner. We recommend operating with a member of staff whose sole responsibility is managing the queue at your busiest times.
- All businesses are recommended to discuss their queue plans with their neighbours (both sides) to ensure no crossovers with other businesses plan or public right of way.
- All queues should have a designated end. No queueing must take place after this end spot.
- Queuing must not take place across a road.
- If you are operating a food takeaway service through delivery services such as Deliveroo or Just Eat, it is essential that couriers/drivers are not waiting in the same area of your queue.
- Businesses should consider their waste/recycling disposal and where they are placing this for collection to avoid any conflict with their queue.
- Business with more than one entrance should consider operating with a singular entrance and exiting to assist in the control of managing people both outside and inside your premises.
- Queues should not be positioned near live traffic i.e. roads. If they have to be, position away from the kerb edge.

- Avoid creating long queues. Consider a secondary marshalling area if required.
- Marshalling can help enforce queue structure, length, social distancing and provide additional vigilance and response to an incident.

## Social Distancing

- We recommend that your store has sufficient social distancing measures in place by managing your capacity in your premises.
- We recommend that the capacity of your premises **mirrors one person per four square metres**. (i.e. if your premises customer floor space is 40m<sup>2</sup>, your capacity should be 10 people at one time). It is essential that you deduct unit space from this.
- For more information, visit <https://brc.org.uk/news/corporate-affairs/social-distancing-in-retail-stores-and-warehouses/> for the British Retail Consortium's recommendations for retail stores.

## Safety

Following the closure of businesses because of COVID-19, many will need to consider the increased risk posed by waterborne bacteria such as Legionella. For advice and guidance on avoiding this upon reopening your business, please refer to Government guidance: <https://www.gov.uk/government/publications/guidance-for-organisations-on-supplying-safe-water-supplies>

## Communicating your measures to the public

We recommend that you complete the Covid Secure five step document, sign and place in your premises window to demonstrate what you're doing to your customers. This can be found on the [Government website here](#).

## Staff Training & Wellbeing

We recommend that the appropriate training measures are put in place around new rules, regulations and guidance that your business and the government have in place. These may include:

1. Personal Hygiene guidance and assurance on what personal protective equipment (PPE) will be provided for staff.
2. New processes around cleaning surfaces and contact points alongside payment methods.
3. Recommendations of the safest ways to travel to and from work e.g. guides to safe walking, cycle routes/parking.
4. Implementing flexible working hours where possible to avoid transport issues.
5. Recommendations for staff wellbeing during working hours and break times, such as promoting open spaces and parks near your business.

## Government & industry guidance on operating safely

Upon reopening of stores and businesses, hygiene measures and social distancing restrictions will continue to be necessary to limit transmission. The below links offer guidance on reopening and operating your business safely.

Please see below industry specific guidance:

- World Health Organisation: <https://www.who.int/health-topics/coronavirus>
- Public Health England guidance: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>
- Colchester Borough Council guidance for businesses: <https://www.colchester.gov.uk/coronavirus/businesses/>
- South East Business Hub: <https://southeastbusiness.org.uk/essex-southend-thurrock/coronavirus-guidance-for-employers/business-recovery/>
- Department for Business, Energy & Industrial Strategy: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>
- HSE guidance: <https://www.hse.gov.uk/coronavirus/index.htm>
- MIND support: <https://www.mind.org.uk/information-support/coronavirus/>
- British Retail Consortium guidance: <https://brc.org.uk/news/corporate-affairs/social-distancing-in-retail-stores-and-warehouses/>
- Federation of Small Businesses: <https://www.fsb.org.uk/campaign/covid19.html>
- Institute of Hospitality: <https://www.instituteofhospitality.org/guidance-and-support-during-the-coronavirus-crisis/>
- Essex County Council: <https://www.essex.gov.uk/getting-tested-for-covid-19/workplace-testing>