**Retail checklist for shops, retail stores and shopping centres**

This checklist is based on the significant mitigations that the retail sector has adopted during this pandemic to offer a safer working environment for their staff and a safer way to shop for their customers. We expect retailers to continue to maintain their mitigation measures to promote Covid Safe good practice and behaviours as part of their everyday operations, in line with the legal requirement for a person who is responsible for carrying on a business or providing a service, to have regard to guidance about measures to minimise the risk of the incidence and spread of coronavirus on the premises.

Read this checklist alongside:

* [Safer workplaces guidance](https://www.gov.scot/publications/coronavirus-covid-19-general-guidance-for-safer-workplaces/)
* [Food Standards Scotland](https://www.foodstandards.gov.scot/downloads/Risk_Assessment_Tool_for_Food_Business_Operations_During_COVID-19.pdf)risk assessment tool
* [Hospitality guidance](https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/frequently-asked-questions-faqs/) (Frequently Asked Questions) where there is a café or restaurant on the premises

The precautionary measures for ALL businesses are to:

* ensure staff and customers adhere to the mandatory requirement to wear a face covering in indoor public spaces (unless an[exemption](https://www.gov.scot/publications/coronavirus-covid-19-public-use-of-face-coverings/pages/face-covering-exemptions/)applies), and that workplaces endorse and support staff in following best practice in the use of face coverings
* consider measures which encourage staff and customers to continue maintaining physical distancing
* implement good ventilation across all areas of the business
* maintain good hand, surface and respiratory hygiene measures at all times and promote to customers
* maintain effective cleaning and disinfection regimes
* support staff to self-isolate and get tested where appropriate, in accordance with Scotland’s Test and Protect Strategy
* encourage employees to take a twice weekly Lateral Flow Test and on every occasion they intend to mix socially with people from other households. This might mean testing more regularly
* support staff to attend vaccination or booster appointments.

With the emergence of the new Omicron variant, retailers should ensure enhanced mitigations are put in place, as set out in the checklist below.

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| **COVID-19 specific risk assessments** | |
| Employers have a duty to manage workplace risks under existing health and safety legislation, in addition to specific requirements set out in the Coronavirus Regulations.  Employers should complete and implement full risk assessment in consultation with employees. Further information can be found in the [HSE risk assessment guidance.](https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm) |  |
| **Face coverings** | |
| Promote and ensure the continued use of face coverings, which are mandatory in all indoor retail settings for staff and customers. Exemptions apply and further information is in our [face coverings guidance](https://www.gov.scot/publications/coronavirus-covid-19-public-use-of-face-coverings/pages/face-covering-exemptions/). |  |
| Communicate the face coverings requirements to all staff and customers using appropriate signage, verbal prompts and other relevant communication tools. |  |
| Consider offering free face coverings to staff and customers to encourage legislative compliance. |  |
| Encourage staff to wear face coverings at all times, even when an exemption applies e.g. where Perspex screens are in place or 2m distancing can be maintained, and when on breaks if not eating or drinking. This also includes staff making deliveries inside communal places and shared areas such as flats, and outside on customers’ doorsteps. |  |
| **This section sets out the reasonably practicable measures retailers are expected to take to minimise the risk of the incidence and spread of coronavirus on the premises.**  **This includes further measures to support customers to behave safely in store.**  The importance of signage, verbal prompts and markings cannot be underestimated. Signs, verbal prompts and markings remind customers and staff of the importance that their actions and behaviours take account of the risk of Covid transmission. Embedding regular messages of safety will support continued compliance. | |
| Use signage, verbal prompts, tannoy announcements and any other relevant communication tools to convey key health and safety messages e.g. the requirement to wear face coverings, hand and respiratory hygiene, maintaining physical distancing particularly at potential points of congregation like tills, taking regular lateral flow tests before mixing with other people.  Ensure that there are no unintended impacts on people with disabilities or caring responsibilities. Messages should be clear and easy to understand. |  |
| Use Covid marshals at store entrance points, as appropriate, to welcome customers and encourage them to access hygiene stations and to wear a face covering. |  |
| Make sure hygiene stations are clearly visible and are readily available at entry and exit store points, throughout the store and at till points. Make sure these stations are prominent, readily stocked and cleaned. |  |
| Consider using physical distance floor markings for customer-facing and other common areas such as toilets, showers, locker rooms, smoking shelters and changing rooms and in any other areas where queues may typically form. Also consider staggering use to keep numbers to a minimum. This is particularly important at potential areas of congregation like tills and store entry points. |  |
| Encourage customers to order their deliveries online, by app, or by phone. Stagger collection times and allow contactless payment on site where needed. |  |
| Use screens to create a physical barrier between people, for example at till points, customer service points and self-service checkouts. |  |
| **Physical distancing, store capacity and queuing**  The risk of transmission in highest in indoor, crowded, poorly-ventilated spaces for an extended period of time. It is therefore crucial that retailers support customers to distance safely. The [World Health Organisation](https://www.who.int/news/item/28-11-2021-update-on-omicron) (WHO) recommends keeping a physical distance of **at least** 1 metre from others. | |
| Decide upon the number of customers that can reasonably distance within the store. Primary consideration should be given to managing pinch points and busy areas, while total floor space may also be taken into account. |  |
| Take measures to reduce potential crowding and ensure physical distancing in queues. This can include the construction of physical barriers to facilitate structured queuing systems (with floor markings), queue marshals, and/or restricting the number of people entering the premises at any one time. |  |
| Use tape or paint for physical distancing on the floor to help people distance safely, bearing in mind that some people may find these measures more difficult to adhere to than others e.g. those with sight loss, autism, learning disabilities, dementia, or other communication or mobility needs. |  |
| If your premises has more than one access point, introduce a one-way system at entry and exit points if possible. Consider having a traffic light system to manage entry into the premises. |  |
| Lifts should only be used by people with disabilities, for essential purposes, and on a one person or household per lift basis where possible; surfaces should be cleaned regularly. |  |
| Shopping centres should take responsibility for regulating the number of customers in the centre and communal areas on behalf of their retail tenants. |  |
| Review layouts to let employees work further apart from each other where possible e.g. in store and in stock rooms. |  |
| Businesses should think outside the normal trading environment to implement innovative measures such as numbering systems and changed opening hours to manage queues. |  |
| Communicate with nearby premises to manage shared queueing areas or where outside space is not available. If assistance in this matter is required contact your [Local Authority](https://www.mygov.scot/find-your-local-council) for advice. |  |
| Use outside premises for queuing where available, such as car parks where this can be done without increasing the risks from moving vehicles etc. |  |
| Shopping centres should take responsibility for enforcing the queuing process in communal areas on behalf of their tenants. |  |
| **Ventilation** | |
| Maximise the amount of fresh air coming into the premises, such as keeping doors and windows open, as set out in the guidance on [ventilation](https://www.gov.scot/publications/coronavirus-covid-19-ventilation-guidance---november-2020/). |  |
| Understand where you may have poorly ventilated spaces or areas and increase the ventilation rate as much as reasonably possible; this may require changes to CO2 set points (for both mechanical ventilation and automated windows). Measurements of elevated CO2 levels in indoor air are an effective method of identifying poor ventilation in multi-occupant spaces. |  |
| Avoid recirculation/transfer of air from one room to another unless this is the only way of providing a sufficient airflow to all occupied rooms. Clear instructions to building users is required on how ventilation systems should be used. |  |
| **Cleaning**  [Cleaning, hygiene and handwashing to make your workplace COVID-secure (hse.gov.uk)](https://www.hse.gov.uk/coronavirus/cleaning/cleaning-workplace.htm) | |
| Carry out enhanced cleaning in customer and work areas, staff rooms, canteens and for equipment. A cleaning schedule should be designed and staff trained to implement the schedule. Follow manufacturer’s instructions for dilution, application and contact times for all detergents and disinfectants. |  |
| Provide hand sanitiser to customers at the entrances and exits of the shops, as well as at the entrances and exits of changing rooms and at check-out points. |  |
| Frequent touch points should be identified and disinfected regularly such as self-service checkouts, trolleys, coffee machines, or staff and customer handheld devices. |  |
| Workspaces should be kept clear and all waste should be removed. All personal belongings must be removed from work areas at the end of a shift, e.g. water bottles, mugs, stationary etc. |  |
| Frequent hand hygiene before and after handling incoming goods and regular decontamination of frequently touched environmental and equipment surfaces should be implemented to help reduce the risk of viral transmission. Discard any packaging as safely as possible, avoid touching the face, and perform hand hygiene as soon as possible after contact. |  |
| Set clear use (such as capacity restrictions) and cleaning guidance for toilets to ensure they are kept clean. |  |
| Display posters on effective hand washing practice in toilets and washrooms. Refer to Scottish Government guidance on [public toilets](https://www.gov.scot/publications/coronavirus-covid-19-public-and-customer-toilets-guidance/). |  |
| Consider whether you can provide additional waste facilities and more frequent rubbish collection. Ensure waste is disposed of in a safe manner. |  |
| **Additional guidance for staff** | |
| Provide written or verbal communication of the latest guidelines to both staff and customers inside and outside the store. |  |
| Encourage staff to wash their hands regularly. Alcohol-based hand rub (containing 60-80% alcohol) should be used regularly where hand washing cannot occur and hand sanitation facilities at entry and exit points and in any common areas should be provided. |  |
| An [individual risk assessment guidance and tool](http://www.gov.scot/publications/coronavirus-covid-19-guidance-on-individual-risk-assessment-for-the-workplace/) has been developed to help staff and managers consider the specific risk of COVID-19 relevant to staff members in the workplace. This includes staff who work in delivery services. |  |
| Staff carrying out customer deliveries or installations should follow guidance on [working in people’s homes](https://www.gov.scot/publications/coronavirus-covid-19-general-guidance-for-safer-workplaces/pages/precautionary-measures/). |  |
| Are all your staff aware of the symptoms of COVID-19 [and self-isolation requirements](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect/pages/how-to-self-isolate-effectively/)?  Anyone with symptoms of coronavirus (COVID-19) should isolate immediately and book a test. |  |
| Are all your staff aware of the [procedures to be followed in the event](https://hpspubsrepo.blob.core.windows.net/hps-website/nss/2973/documents/1_covid-19-guidance-for-non-healthcare-settings.pdf) they or another member of staff become symptomatic in the workplace or away from the workplace and do you have a company procedure in place? |  |
| Are your managers aware of [what to do in the event of a suspected outbreak](https://publichealthscotland.scot/media/3227/1_covid-19-guidance-for-non-healthcare-settings.pdf) in the workplace? |  |
| Consider your procedures for monitoring the health status of staff prior to each shift, ensuring line managers have regular discussions with all employees on health and well-being and are familiar with the symptoms of COVID-19.  Identify workers who remain at highest risk of serious illness if they contract the virus, and through an individual risk assessment, identify what support they need and what you can put into place. |    |
| Support staff who require to self-isolate by following [self-isolation guidance](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect/pages/how-to-self-isolate-effectively/) and ensuring staff are not expected to work until they are cleared when they have been asked to isolate. |  |
| Workplaces should make every reasonable effort to make working from home the default position. Where an individual can perform their work from home, they should to do so. Use remote working tools to avoid in-person meetings where possible. |  |
| Staff who are unable to work from home should do a lateral flow test regularly (twice-weekly) and on every occasion they intend to mix socially with people from other households. |  |
| Stagger start/leave times, break times and make use of outdoor space for breaks where possible. Encourage staff to adhere to safe physical distancing and other public health measures while on breaks, including wearing face coverings when not eating or drinking. |  |
| Ensure staff are aware of [advice on safe travel](https://www.gov.scot/publications/coronavirus-covid-19-guidance-on-travel-and-transport/#travellingsafely) which sets out car sharing should be avoided if possible. If not possible opening windows, hand hygiene and wearing of face coverings is key. |  |