Preparing to re-open your business to customers – checklist

This checklist will help you to put in place safe systems in your shop and to check your systems are working effectively

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| **Personal hygiene and hand washing (assume hands are contaminated)** | ✓ |
| Are staff wearing clean uniforms? (this is a daily start-up check) |  |
| Are hand washing facilities accessible? |  |
| Is liquid soap and paper towels / blue roll (in dispenser) at wash hand basin in staff toilet compartment? |  |
| Is the toilet area and wash basin clean and ready to use? |  |
| Has hand sanitiser been provided at the counter for staff.  Note: you and your staff must wash your hands properly after blowing their nose or coughing into their hand BEFORE they touch any other surfaces. Hand sanitiser is no substitute |  |
| Have posters been affixed in the shop (one by the till – that encourages contactless payment) the others at the entrance? |  |
| Has hand sanitiser been provided for customers at the entrance to the shop? |  |
| Has sanitiser spray and wipes been provided for customers / staff to clean the basket / trolley handle |  |

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| **Social Distancing (assume everyone may be infected)** |  |
| Have lines been marked on the floor 2m apart (starting at the till)? |  |
| What limit has been placed on the number of people in the shop?  How have you decided this? |  |
| At busy times does a member of staff guide customers and limit entry? |  |
| How are customers kept apart during shopping? |  |
| Do you have a one-way system? |  |
| Have you put arrows on the floor or displayed posters to guide customers? |  |
| When restocking shelves a 2m distance must be respected; what system have you adopted?  Close off the aisle / put up barriers around the worker / briefly close the shop  Is it effective? |  |
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| **Paying at the Till (assume people may be infected and hands and money might be contaminated)** |  |
| How have you protected you / your staff when operating the till?  Have you provided a sneeze screen barrier at the counter (with a gap to pass through money) or an equivalent system (eg an exclusion area)? Has this been marked out and a poster displayed reminding customers not to over step the line? |  |
| Do customers face directly at the till operator (without a barrier) at any time?  (assume customers are infected) |  |
| How can customers place their shopping on the counter and stay 2m away from the till operator?  Have you cleared the counter area to create a surface for customers to place their goods? |  |
| Do you use a tray / container to slide the shopping towards the till?  If not, how are goods scanned without compromising the 2m rule? |  |
| At the till, are you / your staff operating a safe system to receive contaminated money and give change? |  |
| Do you sanitise your hands then wear the glove to scan shopping and receive money? |  |
| Is a quarantine box being used to store money for 3 days? Are the boxes dated?  Are the boxes disinfected?  If this system is not used, what system is in place? is the money disinfected? |  |
| How is change given? Is the glove removed and money taken from till by hand and placed into the change dish?  Is the change dish disinfected? |  |
| Is the glove removed when operator is not at the till |  |
| Are gloves worn in the shop? You should wear a different one in the shop. Do you? |  |
| Are separate gloves provided for each worker (a coloured sticker on the easy glove can be used). |  |
| Has a washable cover been provided for the keys on the till?  Has it been disinfected? |  |

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| **Access and Exit (assume everyone may be infected)** |  |
| Has the shop door been wedged open so customers do not need to touch it? |  |
| Do you have a safe entrance and exit system?  If you have 2 doors, one should be the entrance and one for the exit.  If only one door, the customer leaving the shop MUST be 2m away from the waiting queue. |  |
| Does the cleaning schedule include the twice daily disinfection of the counter tops, till cover, quarantine box, shopping container, dish for the change, trolley / basket handles, hand-contact surfaces to staff toilet, wash hand basin taps, light switches, card machines, conveyor belts at till, shop door handles and push plate. |  |

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| **Management** |  |
| Has the cleaning schedule been followed, signed and dated? |  |
| Have the start-up and closing checks been completed? Has this been signed and dated? |  |
| Has hand moisturiser and / or barrier cream been provided for staff? |  |
| Record any concerns and action taken | |

Contact South Cambridgeshire District Council’s Food and Safety Team via [env.health@scambs.gov.uk](mailto:env.health@scambs.gov.uk) if you need additional advice regarding Coronavirus control measures or whether a business is permitted to trade.

Thank you to East Lindsey District Council for sharing this example checklist