

WOKINGHAM WOODLEY TWYFORD ARE OPENING FOR BUSINESS

STAY SAFE
SHOP LOCAL
SHOP WOKINGHAM BOROUGH



This advice is for business owners across the borough, particularly our primary shopping areas in Wokingham, Twyford and Woodley, who operate shops where the public visit.

We are producing a reopening pack for shops, containing posters, floor stickers, public health messages and other useful material. These will be designed to demonstrate our people-first approach, supporting a friendly and welcoming customer experience, and complement the signage being used across Wokingham Borough.

Let's work together to make sure businesses, residents, and visitors - have confidence Wokingham Borough is a safe place to shop.

We want to help your business to open. This leaflet provides some practical measures which can be implemented in your premises to help keep your staff and customers safe. The proposed measures are not an exhaustive list as there may be other measures which you may want to implement in your business.

[Let's be compliant](#) What does the law say?

[Let's be safe](#) Queuing in Wokingham, Twyford, Woodley

[Let's be considerate](#) Using the public highway and Helping businesses on more challenging streets

[Let's be welcoming – outside](#) What steps should you take outside your business?

[Let's be safe – inside](#) What steps should you take inside your business?

[Further information and Guidance](#)

Let's be compliant

Before reopening to the public you must consider the Government's working safely during COVID-19 in shops and branches guidance, further details can be found at www.gov.uk/guidance/working-safely-during-coronavirus-covid-19

What does the law say?

The Health and Safety at Work Etc. Act 1974 applies to all workplaces. It requires employers to take reasonable steps to ensure the health and safety of employees whilst at work and also others who may be affected by what they do, this includes members of the public and visitors. COVID 19 is a risk to health that must be managed by the employer, in order to comply with the law.

Before reopening you should ensure the safety of your premises by:

1. Carrying out a COVID-19 risk assessment www.hse.gov.uk/simple-health-safety/risk/index.htm
2. Developing cleaning, handwashing and hygiene procedures for staff and customers.
3. Helping members of staff work from home, where possible.
4. Maintaining 2m social distancing between staff and customers, where possible (this distance guidance may change in the future)
5. Where people cannot be 2m apart, manage the risk of transmission of Covid-19.

Let's be safe

Queuing in Wokingham, Twyford, Woodley

One of the main challenges in our primary shopping areas will be managing queues. All businesses might want to consider click and collect and/or booked appointments where possible.

We understand this might not be possible for some businesses. We are here to help you plan how to manage customer queues on the pavement outside your premises.

Controlled queuing should be possible on most of our streets, providing you follow the guidelines in this booklet.

We are installing signage on footpaths outside some shops to provide a safe social distancing queuing place.

Let's be considerate

Using the public highway

We want to help you safely use any available public highway to manage your queues and potentially trade outside.

However, this is not an automatic right and we ask all traders to consider other people using that space.

This includes:

- the rights of pedestrians – especially those with limited mobility
- the needs of neighbouring businesses and others which may reopen in the future

Any arrangements you make may have to change to accommodate businesses opening at a later date, changes to government guidance, and anything we may introduce based on what we learn from this first phase of reopening.

If you would like advice or support creating queueing systems which suit you and your neighbours, contact us by emailing economicdevelopment@wokingham.gov.uk

Helping businesses on more challenging streets

There are some streets in our town centres where queuing or social distancing will be challenging because of the width of the pavement, how close the shop entrance is to the road, and other factors competing for the use of available space, like bus stops. We are extending some pavements within Wokingham town centre to help with this, and are looking to see if any measures are necessary for Twyford and Woodley.

We will provide more information about changes to the road networks soon.

Let's be welcoming – outside

Here's a checklist to help you be prepared

Outside the business premises	
Have clear signage to explain to customers what your social distancing measures are, reminding them not to enter if they have symptoms of Coronavirus. Please be aware that there are restrictions on the use of A-Boards in Wokingham Town Centre and you need to be mindful about the positioning of any signs used on the movement of people who are blind/partially sighted, in wheelchairs or using pushchairs. Posters are available from the Wokingham Business Association, Twyford Together and Woodley Town Centre. You can request more by emailing economicdevelopment@wokingham.gov.uk .	
Encourage customers to shop alone if possible.	
Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.	
Have one entry and one exit point, which are separate if possible.	
Keep entrance and exit doors open, if possible.	
Consider alternatives to people visiting your shop, for example by operating as 'click and collect' service or offering appointments.	

Outside the business premises - Queuing Controls

Consider use of additional staff or security personnel to assist managing any queue.	
Assess the size of any external area available along the frontage of your premises, and calculate the maximum number of customers who can safely queue 2 metres apart.	
Speak to neighbouring premises about outside queuing so your queuing proposals do not affect neighbouring businesses and keep customers safe.	
We will be installing queuing markers in some areas of our town centres, such as in the marketplace in Wokingham and the pedestrianised area in Woodley. For other areas, contact us at economicdevelopment@wokingham.gov.uk if you would like us to mark queuing areas outside your business. Alternatively, queueing stickers are available from the Wokingham Business Association, Twyford Together and Woodley Town Centre.	
Provide barriers or rope for queue waiting areas to ensure that people stay within the defined queue area.	
Remember it is your responsibility to manage any queue, if you have one, and you should monitor the queue to ensure its safe operation. This may require additional staff or security personnel.	

We are doing everything we can to help all our businesses open, and will work with you to help manage queues on the pavements.

However, allowing people to queue on the street is not an automatic right, and if circumstances change or the measures don't keep people safe, we cannot guarantee that it will continue.

In the event of a dispute in a street which is suitable for queuing or outside trade, the council will work with all parties to find a solution. Please contact us on economicdevelopment@wokingham.gov.uk for support.

Let's be safe – inside

In addition to controls outside your business, including queuing controls, the checklists below will help with some of the other key considerations inside your business premises.

Inside Business Premises - Hygiene and cleaning	
Assess the size of the premises and its layout, so that you can calculate the maximum number of customers in the shop and the different areas within it, at one time. The number of customers able to be in the premises at the same time will be based the floor area of your premises and aiming to achieve a 2 metre separation between customers. Consider where you need to position staff to help control numbers.	
Provide cleaning stations at front of store which should include; <ul style="list-style-type: none">• hand sanitiser and disinfectant wipes; or• spray and tissue for trolley/basket handles.	
Increase the frequency of cleaning and disinfection.	
Check that you are using sanitisers that are effective against “enveloped viruses” such as Coronavirus and that staff are adhering to the correct contact time and dilution rates. Those that comply with “BSEN 14476” are considered effective and this should number should be stated on the label or you should check with your cleaning product supplier.	
Think about your staff areas. Handwashing is one of the most effective ways to protect yourself and others. You should follow the government guidance on providing washrooms, hygiene and cleaning in your workplace https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely	

In addition to controls outside your business, including queuing controls, the checklists below will help with some of the other key considerations inside your business premises.

Inside Business Premises - Social Distancing	
Increase the ventilation within the premises by opening doors and windows if possible and safe to do so.	
Use floor markings inside to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas.	
Place clear signage throughout the store reminding customers of the social distancing measures and asking them to follow the rules.	
Review the layout of the store to ensure aisles/walkways are clear as possible to accommodate 2m social distancing, including the removal of promotional fixtures if necessary. Create a 'one way' system, b closing off aisles and using signage to direct customers to move in the same continuous direction.	
Make regular announcements if possible, to remind staff and customers to follow social distancing advice.	
Erect physical barriers at till points using flexi plastic to provide a barrier for those working on the tills. Alternatively create an exclusion zone around the till area with a customer notice - 'Please stand behind the line whilst being served'.	
Use staff to manage the flow of customers to checkouts	

Where till points are close together, consider closing every other till point. Assess whether this is also necessary for self-scan tills.	
Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.	
Customer order collection points should be set up to ensure the 2m separation either by floor markings or by limiting the number of customers that can wait at a time.	
Consider limiting the number of customers in enclosed spaces such as lifts.	
Remove promotions and features where customers are likely to congregate, such as product demonstrations.	
To limit congestion, consider restocking/replenishing only outside of store opening hours. If replenishment must be done in opening hours, assess how this can be done without compromising employee or customer safety. E.g. using barriers to close the aisle and have staff available to obtain a product for customers and only have as many staff in this area that can maintain 2m distance.	
Encourage cashless purchases	
Self-checkout touch screens /keypads – if these remain in operation a member of staff must be available to regularly wipe these areas. Ideally between each use.	
Close the premises if it becomes too busy	
Consider what steps will be taken by managers and staff where customers are not following social distancing measures.	

Inside Business Premises – Changing rooms, Customer Seating and Special Assistance

Consider keeping changing rooms closed	
Where customers require specialist advice/assistance in store ensure colleagues giving the advice have a clearly designated position, ideally with a secure barrier as provided at till points.	
Remove or limit customer seating in store. If seating is provided, space out appropriately.	
If you provide in store products for customers to trail prior to purchase e.g. TV's, headphones, computers consider setting products up so that social distancing rules can be followed; items should also be sanitised following any customer trail..	
Consider whether it is better for staff to demonstrate instead of customers touching the item or provide hand sanitiser in these areas.	
If stores choose not to assist customers with large purchases to their car, it is advisable to highlight this prior to purchase. If stores are providing this service they should provide suitable protection and advice for this to be conducted safely. N.B. car collections may be restricted /altered due to pavement /highway changes.	
Consider whether it is safe to keep customer toilets open or if these should be available on request. If open, regular cleaning should include manual multi=person touch points such as door handles, taps, flushes, seats.	
Baby changing facilities should be available but consider frequency of cleaning.	
Cafes and restaurants are closed until July unless for takeaways, and should ensure customer do not use their seating.	

Inside Business Premises – Meeting Areas

Meetings should be kept to an absolute minimum carried out in a safe manner following social distancing guidelines and desks cleaned down after the meeting finishes.	
Small rooms that do not allow 2m distancing should be limited to one person with notices displayed on the door and desks cleaned down after each use.	
Smoking areas employees must be advised to remain 2m apart with notices displayed in this area.	
Staff should be reminded to wash their hands regularly using soap and water for 20 seconds before and after eating.	
Notices promoting hand hygiene and social distancing should be placed visibly in these areas	
Provision of hand sanitiser at entry/exit points.	
Introduce a staggered or extended break rota to avoid crowding	
Space out chairs and tables by marking as 'do not use'	
Remove sofas from break areas.	
Frequently clean and disinfect surfaces that are touched regularly.	

Inside Business Premises – Delivery Areas

When taking in deliveries ensure that all social distancing guidelines are followed. Maintain a 2m distance at all times where possible. Markings on the floor may help staff and delivery drivers to do this.	
Ensure that the delivery driver has been briefed on your social distancing measures by a member of staff.	
All delivery drivers should wash their hands after entering the building.	
All existing health and safety procedures should remain in place and carried out at all times when unloading.	
Ensure that all staff are able to wash hands regularly.	

It is important that any of the measures put in place are regularly checked to ensure customer and colleagues' understanding and compliance

Support your staff with training sessions and helpful guidance to enable them to be safe, welcoming and confident in doing their jobs.

Further Information and Guidance

For further information and guidance on how to ensure your business premises is prepared you may want to consider the following.

Wokingham Borough Council

- [Coronavirus \(COVID-19\) advice for businesses](#)
 - If your business has been struggling during the coronavirus pandemic you may be able to apply for a discretionary business grant
 - Wokingham Covid-19 business survey - we've created a [short online survey](#) to find out how your business has been affected and capture your current thoughts on how you intend to approach the recovery phase of the pandemic
- Posters and other printed materials
 - If you would like additional posters or printed materials to help you open safely during the Covid-19 crisis, contact us by emailing economicdevelopment@wokingham.gov.uk.

General COVID-19 advice

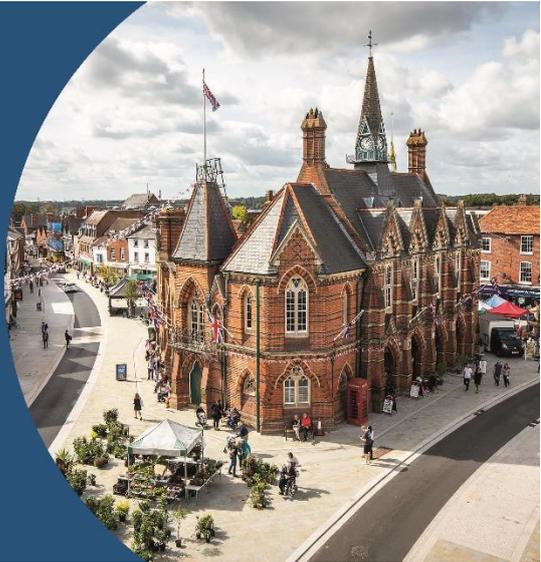
- [Government Coronavirus \(COVID-19\) website](#)

Guidance to employers

- [Government guidance to help employers, employees and the self-employed understand how to work safely during the coronavirus pandemic](#)
- Health and Safety Executive [Working safely during the coronavirus \(COVID-19\) outbreak](#)
 - The HSE has a risk assessment template and guide on making your workplace 'Covid secure'
- British Retail Consortium [A guide for retailers on how to implement Government advice](#)

Promotional Materials – These materials are available from the Wokingham Business Association, Twyford Together, and Woodley Town Centre

WOKINGHAM IS OPEN FOR BUSINESS



TWYFORD IS OPEN FOR BUSINESS



WOODLEY IS OPEN FOR BUSINESS



SOCIAL DISTANCING SAVES LIVES

PLEASE BE CONSIDERATE WHEN SHOPPING:



Remain 2 metres away from other shoppers



Respect queuing systems in place



Wash/sanitise your hands regularly



If you feel unwell, please reconsider your visit



PLEASE BE CONSIDERATE OF OTHER SHOPPERS AND STAFF
GIVE EACH OTHER SPACE



Stay up to date with the latest Coronavirus information

 @wokinghamboroughcouncil

 @wokinghamBC

www.wokingham.gov.uk



WOKINGHAM
BOROUGH COUNCIL

SOCIAL DISTANCING SAVES LIVES

PLEASE BE CONSIDERATE WHEN SHOPPING:



Remain 2 metres away from other shoppers



Respect queuing systems in place



Wash/sanitise your hands regularly



If you feel unwell, please reconsider your visit



PLEASE BE CONSIDERATE OF OTHER SHOPPERS AND STAFF
GIVE EACH OTHER SPACE



Stay up to date with the latest Coronavirus information

 @wokinghamboroughcouncil

 @wokinghamBC

www.wokingham.gov.uk



SOCIAL DISTANCING SAVES LIVES

PLEASE BE CONSIDERATE WHEN SHOPPING:



Remain 2 metres away from other shoppers



Respect queuing systems in place



Wash/sanitise your hands regularly



If you feel unwell, please reconsider your visit



PLEASE BE CONSIDERATE OF OTHER SHOPPERS AND STAFF
GIVE EACH OTHER SPACE



Stay up to date with the latest Coronavirus information

[@wokinghamboroughcouncil](#)

[@wokinghamBC](#)

www.wokingham.gov.uk



