



COVID-19 Social Distancing Aide Memoire – Shops and branches

Business Details	
Trading Name:	Company Name:
Address:	Head Office Address:
Tel No:	E-mail:
Main Activity:	No. of employees:

COVID-19 Policy	
Local manager contact details:	Union/Employee Rep contact details:
Have you developed a COVID-19 Policy?	Yes <input type="checkbox"/> No <input type="checkbox"/> Documented? <input type="checkbox"/> Communicated? <input type="checkbox"/>
Does the policy document COVID-19 arrangements?	
How has the COVID-19 policy been communicated?	
How have workers or their representatives been consulted?	
How are you meeting the needs of vulnerable workers? (temps; agency; language barriers)	
How can employees report any ongoing concerns they have?	
Have you written COVID-19 Risk Assessments?	Yes <input type="checkbox"/> No <input type="checkbox"/> Documented? <input type="checkbox"/> Communicated? <input type="checkbox"/>
What sources of information have you used?	
What are the main findings of your Risk Assessment?	



COVID-19 Illness	
<p>What arrangements do you have in place for managing illness and self-isolation notifications?</p> <p>What is your staff absence rate due to COVID-19? (%)</p> <p>Are all absences being recorded and analysed according to category? (COVID-19 symptoms/household self-isolation/12 week isolation due to existing conditions etc.)</p>	
Do you have a return to work policy?	Yes <input type="checkbox"/> No <input type="checkbox"/> Documented? <input type="checkbox"/>
<p>Do you stay in contact with your employees?</p> <p>Is their return to work monitored?</p> <p>Is dedicated medical advice accessible?</p>	
Article 5 / HACCP	Comments
<p>Comments on Compliance with Article 5</p> <ul style="list-style-type: none"> • SFBB or own system – detail what • Electronic or hard copy • Last review date • Who reviews HACCP • Record main aspects of HACCP • Audit HACCP against procedures • Are all employees familiar with relevant parts of HACCP • What monitoring records are kept • What validation & verification of HACCP – swabbing/sampling etc? • Cross contamination controls adequately covered? • Allergens covered? <p>Has the HACCP document been reviewed / updated to incorporate Covid-19 risks? If so what specifically has been updated?</p>	<p>Controls in Place Y / N</p>
<p>Adequate Training for management in HACCP and Covid-19 – who & what?</p>	<p>Controls in Place Y / N</p>



Infection Control & Staff / Customer Hygiene	Comments
<p>Personal Hygiene</p> <p>What additional Covid-19 control measures have been implemented?</p> <p>(Anyone handling food should wash their hands often with soap and water for at least 20 seconds. This should be done as a matter of routine, before and after handling food, and especially after being in a public place, blowing their nose, coughing, or sneezing. Are hand sanitisers and disposable gloves available for staff and customers to use?)</p>	<p>Controls in Place Y / N</p>
<p>Have additional pop-up handwashing stations or facilities for sanitising hands been provided throughout the premises?</p> <p>If possible, providing soap, water and hand sanitiser throughout the premises</p> <p>(Where are hand wash / hand sanitiser stations for customers located?)</p>	<p>Controls in Place Y / N</p>
<p>Protective Clothing for staff</p> <p>What additional Covid-19 control measures have been implemented?</p> <p>(disposable gloves, masks, aprons)</p>	<p>Controls in Place Y / N</p>
<p>Infection control awareness</p> <p>If any member of staff develops symptoms of coronavirus (COVID-19) (a new, continuous cough and/or a high temperature) they should be sent home and stay at home for 7 days from onset of symptoms. If the member of staff lives in a household where someone else is unwell with symptoms of coronavirus (COVID-19) then they must stay at home in line with the stay at home guidance</p> <p>What additional COVID-19 control measures have been implemented?</p> <p>(Are staff COVID-19 related illness records documented and controls implemented?)</p> <p>How is the return to work of staff from COVID-19 symptoms managed?</p> <p>(Are dates of onset recorded? Is regular contact made with the employees?)</p>	<p>Controls in Place Y / N</p>



Social distancing	Comments
<p>Has additional signage been displayed to ask customers not to enter the shop if they have Covid-19 symptoms</p> <p>(Where is it displayed, is the signage written in multiple languages, if so what)</p>	<p>Controls in Place Y / N</p>
<p>How are customer numbers regulated and controlled so that the premises do not become overcrowded so to ensure 2 metre distancing at all times</p> <p>(What is the maximum permitted number of customers at one time, how has this number been determined, how is it managed / controlled)</p>	<p>Controls in Place Y / N</p>
<p>Have floor markings been positioned inside the commercial spaces to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas, such as serving counters and tills</p> <p>(Are these floor stickers / markers / posts / barriers etc..)</p>	<p>Controls in Place Y / N</p>
<p>Is there vertical signage within the aisles to direct customers into lanes to facilitate movement within the premises to maintain 2 metre distancing</p> <p>(This is to facilitate a one-way system to avoid people crossing in aisles.)</p>	<p>Controls in Place Y / N</p>
<p>How is social distancing enforced within the premises</p> <p>(Are regular announcements made over a tannoy system or via signage within the premises to remind customers to follow social distancing advice , are staff challenging customers when 2 metre distancing is not being followed)</p>	<p>Controls in Place Y / N</p>
<p>Has plexiglass barriers been installed at tills and counters to protect employees from Covid-19</p> <p>(If there is no physical barrier then what other protective measure are in place to protect employees from Covid-19 i.e. two metre wide barriers, bollards, floor markings)</p>	<p>Controls in Place Y / N</p>
<p>What measures are in place to ensure customers queue 2 metres apart</p> <p>(Are there specific floor barriers, bollards, floor markings two metres apart, are staff challenging customers when 2 metre distancing is not being followed)</p>	<p>Controls in Place Y / N</p>
<p>How are customers being encouraged to use contactless or on-line methods for payment, without disadvantaging older or vulnerable customers</p> <p>(What control measures are in place for handling cash i.e. designated staff who wear disposable gloves)</p>	<p>Controls in Place Y / N</p>



<p>Can all work activities be carried out while following the social distance guidelines?</p>	<p>Controls in Place Y / N</p>
<p>Good practice note:</p> <p><i>If a 2 metre distance cannot be maintained, staff should work side by side, or facing away from each other, rather than face to face if possible. Consider one way system, one door in; one out for shift change overs so staff do not cross paths.</i></p>	
<p>Internal Communications</p>	
<p>What messages are you giving to employees?</p> <p>How are you updating employees on the measures you have in place?</p>	
<p>Good practice note:</p> <ul style="list-style-type: none"> • <i>To protect your staff, you should remind colleagues daily to only come into work if they are well and no one in their household is self-isolating.</i> • <i>You should assign staff to the same shift teams to limit social interaction.</i> • <i>You should still advise staff to keep 2 metres apart as much as possible</i> • <i>You should also put up signage and floor markings in the warehouse, encouraging a 2 meters distance from colleagues where it is at all feasible / or use the bays as a distance marker.</i> • <i>In addition, you should regularly encourage staff to wash their hands with soap and water as often as possible and for a minimum of 20 seconds every time.</i> 	
<p>Hand hygiene</p>	
<p>What hand washing facilities do you have available?</p> <p>Have you introduced additional facilities or measures?</p> <p>Have you considered the need for any interconnecting doors to be kept closed?</p>	<p>Controls in Place Y / N</p>
<p>Good practice note</p> <p><i>You should consider adding additional pop-up hand washing stations or facilities, providing soap, water and hand sanitiser. Ensure there is an understanding for the need for increasing hand washing at all levels.</i></p>	



Handling Practices	
<p>Do you provide weighing scales, plastic bags, reusable cups or scoops for customers to utilise within your premises? If so what control measures have you got in place?</p> <p>(Signage informing customers to use disposable gloves? if reusable items are used, they should be washed thoroughly in hot, soapy water, or in a dishwasher, if suitable. What frequencies are they cleaned?)</p>	Controls in Place Y / N
Cleaning	
What measures have you put in place for the regular cleaning of hand contact surfaces?	
<p>Chemicals used <i>Disinfectants either <u>BS EN 1276:1997 OR BS EN 13697:2001</u></i></p> <p>What specific Covid-19 cleaning products are being used (bleach etc..)</p>	Controls in Place Y / N
How are shopping trolleys, baskets sanitised?	Controls in Place Y / N
How regularly are doors, shelving, surfaces sanitised?	Controls in Place Y / N
<p>Chemicals stored away from food Yes / No degreaser/sanitizer Yes / No Type of cloths used: Disposable / Washable Detail method of cleaning:</p>	<p>Awareness of correct use of Cleaning method suitable? Yes / No</p>
How frequently are wash hand basins, soap and hand drying facilities checked to ensure they are clean and soap and hand drying facilities are replenished when necessary?	Controls in Place Y / N
Are the sanitary facilities and accommodation, including wash hand basins, soap and hand drying facilities checked daily to ensure they are clean and soap and hand drying facilities replenished when necessary?	Controls in Place Y / N
<p>Good practice note</p> <p><i>You should increase the frequency of cleaning procedures for cleaning staff to wipe down hand contact surfaces with disinfectant</i></p> <p><i>You should keep appropriate records</i></p>	



Customers / Delivery / Supply / Traceability	
<p>What Covid-19 information have you displayed for your customers on windows / doors of your premises or business website etc..?</p> <p>(Do not enter the store if you are exhibiting COVID-19 symptoms, do not touch food you do not intend to buy, follow good personal hygiene within premises)</p>	Controls in Place Y / N
<p>How are customers / orders being managed (delivery only service? If not, what Covid-19 controls have you implemented?</p> <p>(Where possible you should place your order by telephone, app or online and get a designated time for collection, permitting limited number of customers into premises to collect orders).</p>	Controls in Place Y / N
<p>Are you only accepting payment via an online application or by telephone via debit / credit cards? If not, what Covid-19 controls have you implemented?</p> <p>(Contactless in premises payments /Staff provided with disposable gloves to use when handling cash, removable plastic covers for tills)</p>	Controls in Place Y / N
<p>Are you selling / serving food directly to customers from within your premises? If so, what Covid-19 control measures have you got in place?</p> <p>(Customers waiting to order or collect should wait in a designated area where a 2-metre distance from other people can be maintained. If this is not possible, customers should enter the premises one at a time and only when their order is ready to be made or collected. Collection times should be staggered to discourage crowding outside the premises. Where queuing is taking place, you should use queue management systems to maintain a 2-metre distance between people).</p>	Controls in Place Y / N
<p>What Covid-19 controls have been implemented for food deliveries? How are these controls communicated to your customers?</p> <p>(Take customers telephone number, call customer on arrival and leave food on door step and retreat 2 metres)</p>	Controls in Place Y / N



Purchase / Receipt of Goods / Delivery / Dispatch areas	
<p>How is delivery-in being managed?</p> <p>What additional Covid-19 controls have been implemented? (Disposable gloves, hand sanitisers, anti-bacterial spraying of hard impervious packaged items)</p> <p>(While food packaging is not known to present a specific risk, efforts should be made to ensure it is cleaned and handled in line with usual food safety practices).</p> <p>What are you doing to protect goods-in staff and drivers?</p>	<p>Controls in Place Y / N</p>
<p>Good practice note:</p> <ul style="list-style-type: none"> • Only allowing a limited number of drivers into your goods-in area at any given time. Controls at the gate house restricting vehicle entry / adherence to time slots / phone call entry. • You should put up signage to ask drivers with symptoms not to enter the goods-in area, and to remind both staff and drivers to always keep 2 metres from each other, wherever possible. • You should also put up signage and floor markings in the goods-in area, encouraging a 2 metre distance from colleagues where it is at all feasible • If feasible, you should also put up plexi-glass barriers at all points of regular interaction to further reduce the risk of infection for all parties involved, cleaning the barriers regularly. You should still advise staff to keep 2 metres apart as much as possible • Drivers can sign-in using their own pens, thus reducing contact with goods-in staff. Removing of vehicle keys while loading / unloading can be under taken by placing them in plastic bags by the drivers – keys can then be taken and placed on control boards etc. • Although it is not normally encouraged drivers could then return back to their cabs and await instruction after loading / unloading. (Increased supervision to ensure key controls are not abused and drive off potential increased) 	
Staff Canteens and Rest Areas	
<p>What measures do you have in place to manage social distancing guidance?</p> <p>Workplace canteens may remain open where there are no practical alternatives for staff to obtain food.</p> <p>Are measures in place to ensure a distance of 2 metres is maintained between users? (All tables and chairs 2 metres apart, area supervised)</p> <p>Notices promoting hand hygiene and social distancing should be placed visibly in these areas (Are social distancing notices displayed?)</p> <p>Provide / increase the number of hand washing stations or hand sanitiser available for staff to use</p> <p>What facilities are provided?</p>	<p>Controls in Place Y / N</p>



Good practice note:

- You should not allow staff to congregate in break times; you should consider arrangements such as staggered break times so that staff can continue to practice social distancing when taking breaks.
- Remove some tables, place chairs at table ends, to open up the canteen for better social distancing.
- Utilise and open up other rooms to provide more social distancing and limit numbers on tables
- Ensure vending machines receive regular cleaning of hand contact surfaces
- Don't forget smoking shelters – ensure signage is in place and practices monitored

Additional areas of good practice

Are there any further areas of good practice that you would like to highlight?

Further information or support

Is there any further advice that you would like to receive?

Sources of up to date information:

- www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid19
- www.cieh.org/policy/coronavirus-covid-19/
- www.hse.gov.uk/news/coronavirus.htm
- www.instituteoflicensing.org/covid-19/
- <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>
- http://www.wellingborough.gov.uk/downloads/file/8765/food_retailers_-_compliance_leaflet

Next Intervention Recommendations

<ul style="list-style-type: none"> • Did the telephone discussion / audit suggest there may be a serious public health risk? Yes / No • Did the paper-based audit suggest there may be a serious public health risk? Yes / No • Did the telephone discussion / audit suggest there are serious Covid-19 social distancing contraventions? • Is an onsite visit required to assess and address these risks? Yes / No 	<p>Is a revisit Required Yes / No (If yes explain reason required, i.e. not broadly compliant or other reason)</p> <p>.....</p> <p>.....</p> <p>.....</p>
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Priorities for next inspection / intervention

Review of Record

Date : Who provided Information: Officer :

Date : Who provided Information: Officer :



Inspection Notes

Large empty rectangular box for recording inspection notes.