

A PLYMOUTH GUIDE TO REOPENING SAFELY

Making Plymouth #SafeAndSound as we welcome people back to our high streets



HELPING YOU TO REOPEN YOUR BUSINESS SAFELY

Working with our partners Destination Plymouth, Plymouth City Centre Company and Plymouth Waterfront Partnership we've created this toolkit to help you reopen your business safely, providing you with advice and guidance and practical tools that can be used as you welcome customers back to your premises.

This toolkit has been produced with funding from the Reopening High Street Fund, funded by HM Government and the European Regional Development Fund.

When can businesses open

Subject to emerging Government guidance:

- All non-essential retailers will be able to open from 15 June, providing they follow safety guidelines to protect shoppers and workers
- Zoos, safari parks and drive-in cinemas will be able to open from 15 June
- Hospitality and businesses such as hairdressers and nail bars may be able to open after 4 July at the earliest



GOVERNMENT AND INDUSTRY GUIDANCE

As lockdown restrictions are eased, it will be vital to ensure strict hygiene and social distancing measures remain in place.

Your customers will need to know that they can safely shop in stores, and have a safe experience within your business.

INDUSTRY GUIDANCE WHICH YOU MAY FIND USEFUL:

- [Government guidance for non-essential retail planning to reopen from 15 June](#)
- [World Health Organisation: How to make your workplace safe](#)
- [Public Health England: Guidance for Employers](#)
- [Department of Business and Energy: Sector guidance on social distancing](#)
- [British Retail Consortium: Social distancing in stores and warehouses](#)
- [Heart of the South West Growth Hub: Better Business for All toolkit](#)
- [Invest Plymouth: Business support and useful information](#)
- [Destination Plymouth: COVID-19 Hospitality and tourism support and advice](#)

TRADING STANDARDS

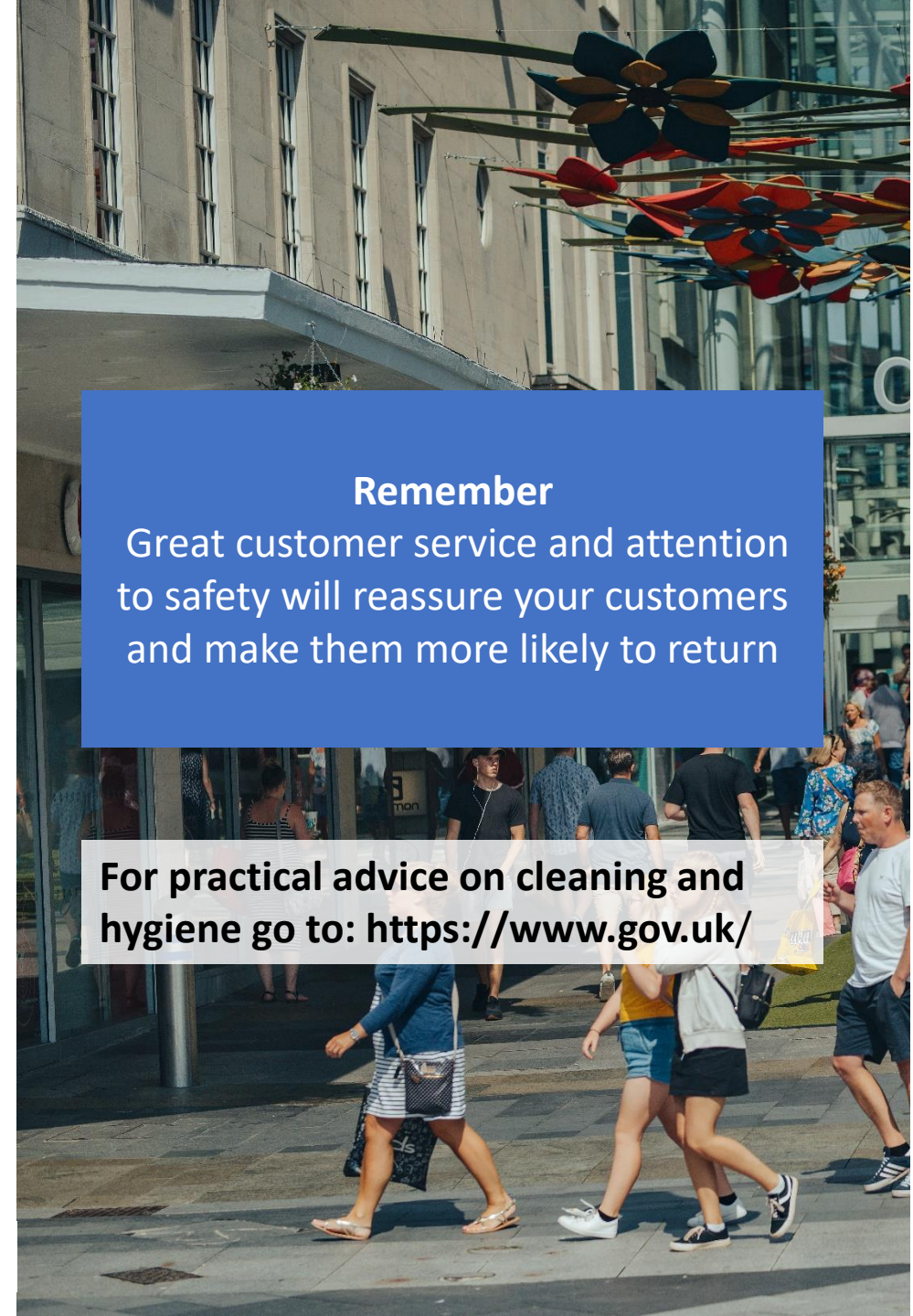
For specific queries and advice about restrictions or social distancing contact 01752 304147 or email public.protection@Plymouth.gov.uk



RETAIL TIPS TO MAKE YOUR BUSINESS SAFE

- ✓ Carry out a COVID-19 risk assessment and share it with your staff and customers and display it on your website
- ✓ Introduce social distancing measures and signage
- ✓ Limit the number of customers in store at any one time, consider having a member of staff at the entrance of your store to manage this
- ✓ Provide staff with face coverings or PPE as appropriate
- ✓ Introduce a thorough cleansing process, with a focus on areas that are regularly touched like door handles and card machines
- ✓ Consider protective screens at till points between customers and staff
- ✓ Consider cashless payment methods
- ✓ Provide hand sanitiser at the entrance to your store
- ✓ Place a notice in your window to explain your safety policy
- ✓ Consider outside queueing
- ✓ Consider delivery and online options

[British Retail Consortium: Social distancing in stores and warehouses](https://www.britishretailconsortium.com/social-distancing-in-stores-and-warehouses)



Remember

Great customer service and attention to safety will reassure your customers and make them more likely to return

For practical advice on cleaning and hygiene go to: <https://www.gov.uk/>

RESTAURANTS AND CAFES TIPS TO MAKE YOUR BUSINESS SAFE

Final Government guidance will be published on the [Government website here](#), but the tips below will allow you to start thinking about steps for reopening before the 4 July, which remains the conditional date for the Tourism and Hospitality Sector to re-open, subject to emerging guidance. [See UK Hospitality guidance here](#)

- ✓ Complete a COVID-19 risk assessment for your staff and customers and display it on your website
- ✓ Think carefully about your individual needs and circumstances for reopening to customers and communicate clearly to customers the measures that you've put in place to maintain social distancing
- ✓ Implement increased cleansing focusing on areas which are regularly touched such as till points, door handles and card machines
- ✓ Consider social distancing for your venue and making sure to space apart chairs and tables at appropriate distances to allow for social distancing to be maintained
- ✓ Consider timed bookings to limit the number of people in your venue at one time
- ✓ Consider promoting contactless payment methods
- ✓ Advise customers not to enter your venue if they have symptoms of coronavirus
- ✓ Limit customer contact with menus, trays, napkins and cutlery to what is necessary and ensure cleaning is carried out after each use
- ✓ Train all staff on your safety measures and ensure that they are clearly displayed and communicated to customers
- ✓ Consider providing appropriate PPE to your staff
- ✓ Provide hand sanitiser on entry for customers
- ✓ Ensure glass wear and crockery is washed in temperatures above 60° C
- ✓ Consider restricting your menu to ensure that cross-over and access to food can be effectively controlled and monitored
- ✓ Identify potential pinch points and monitor them as part of your operational plan

ACCOMMODATION TIPS TO MAKE YOUR BUSINESS SAFE

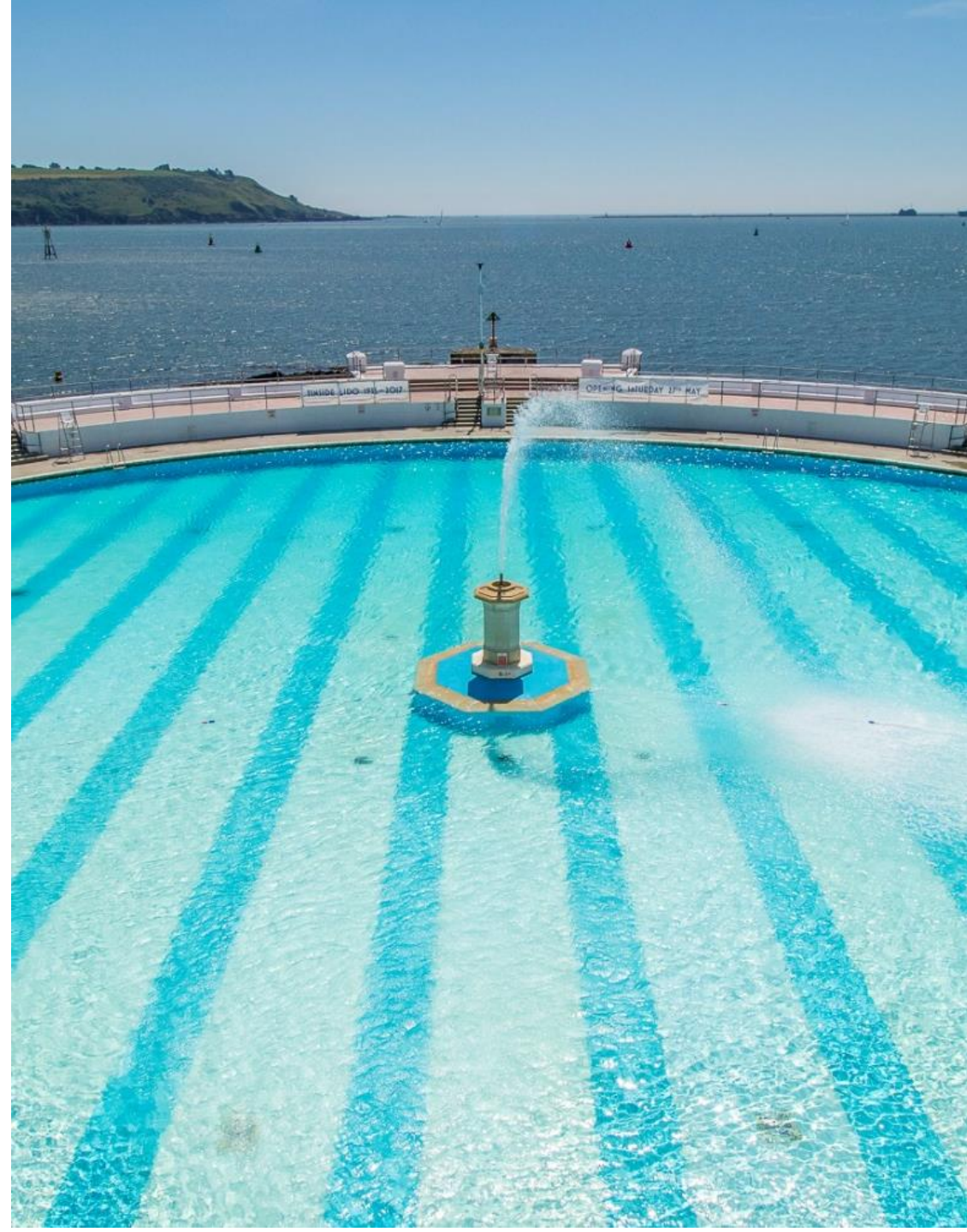
Final Government guidance will be published on the [Government website here](#), but the tips below will allow you to start thinking about steps for reopening before the 4 July, which remains the conditional date for the Tourism and Hospitality Sector to re-open, subject to emerging guidance. [See UK Hospitality guidance here](#)

- ✓ Complete a COVID-19 risk assessment for your staff and customers and display it on your website
- ✓ Frequently touched items in both staff and guest areas should be regularly disinfected
- ✓ Uniforms should be washed at a temperature above 60°C
- ✓ Consider what PPE staff may require and ensure that it is readily available
- ✓ Ensure that you have plans in place for what to do if staff or customers develop symptoms when at your premises.
- ✓ Manage expectations of guests prior to arrival via pre-stay communications to advise of safety measures in place
- ✓ Where appropriate consider screens at reception or till points between staff and guests
- ✓ Reduce touch points for guests. Think about keeping collateral and complementary items to a minimum in receptions such as leaflets, sweets, pens etc
- ✓ Make sure hand sanitiser is available to staff and guests
- ✓ Encourage pre-check in by email and contactless payment methods to avoid the need for guests to sign documents, use chip and pin machines etc. If it is needed staff should step back to maintain social distancing.
- ✓ Pens and card machines should be disinfected after each use
- ✓ If staff help guests with luggage ensure that the required social distancing is maintained. Staff should wash their hands or use hand sanitiser afterwards
- ✓ Consider a central deposit box in the lobby for disinfection of room keys on check out
- ✓ Minimise lift usage where possible and consider extra signage
- ✓ Frequently disinfect lift buttons and panels and ensure hand sanitiser is available near to lifts
- ✓ Consider in room dining if it is offered and how to explain your process to guests
- ✓ Consider reviewing the frequency of room cleaning and ensure that housekeepers wash hands regularly where there is a risk of contamination or transmission
- ✓ Ensure hand contact surfaces in rooms are disinfected and remove glasses and crockery to be washed in a dishwasher
- ✓ Where possible and appropriate ensure all rooms are well ventilated through natural means rather than air conditioning
- ✓ If a guest presents with symptoms of COVID-19 ensure that you have a process in place which all staff are aware of and able to follow.

HEALTH AND LEISURE TIPS FOR REOPENING SAFELY

Final Government guidance will be published on the [Government website here](#), but the tips below will allow you to start thinking about steps for reopening before the 4 July, which remains the conditional date for the Tourism and Hospitality Sector to re-open, subject to emerging guidance.

- ✓ Complete a risk assessment for your staff and customers and display it on your website
- ✓ Pre-opening make sure all staff are trained in infection prevention and control
- ✓ Consider how to monitor and control numbers permitted into a spa/gym/pool to ensure it is within safe guidelines and monitored throughout each day
- ✓ Consider a booking process to stagger usage
- ✓ Encourage changing in hotel bedrooms (if possible) or to arrive in kit to minimise crowding of changing rooms.
- ✓ Consider providing overshoes for all guests and staff at entrance
- ✓ Where feasible move fitness equipment to provide social distancing and consider floor markings to advise on distancing within areas
- ✓ Increase provision of alcohol based equipment wipes, sprays and lidded bins with signage to encourage cleaning after use
- ✓ Ensure each treatment room is sanitised between each client including wiping down of surfaces, door handles and chairs etc.
- ✓ Consider providing appropriate PPE for spa therapists, lifeguards etc



ATTRACTION TIPS TO MAKE YOUR BUSINESS SAFE

Final Government guidance will be published on the [Government website here](#), but the tips below will allow you to start thinking about steps for reopening before the 4 July, which remains the conditional date for the Tourism and Hospitality Sector to re-open, subject to emerging guidance.

- ✓ Complete a thorough risk assessment for your attraction, focussing on individual considerations and areas that must be addressed to adhere to government guidance on social distancing and reducing the spread of infection
- ✓ Consider training for all staff to advise on the measures that are being introduced, social distancing and the importance of cleansing and hand washing
- ✓ Ensure that staff understand the measures in place for protection and health and that suitable PPE is provided and how to report anything that isn't as it should be
- ✓ Consider what pre-opening checks are required in line with your normal operating procedures and enhanced COVID-19 measures to ensure safety. Ie consider testing water quality/legionella control, maintenance for any equipment that has not been used for some time and ensuring that everything is safe and in good working order
- ✓ Conduct a deep clean of all areas
- ✓ Ensure that you effectively communicate with guests ahead of the relaunch or reopening of your attraction. Think about the customer journey and making sure to update your website, share your reopening plans and safety measures in place on social media and in direct communication to tell customers what to expect
- ✓ Manage guest expectations about social distancing and queueing measures in place ahead of booking or ticket purchase
- ✓ Clearly publicise your policies and risk assessment and make sure that guests are told not to visit if they are unwell or presenting any symptoms such as a high temperature or a consistent dry cough.
- ✓ Consider signage and information at your attraction to tell guests what to do if they begin to feel unwell whilst on site and ensure that there is a process in place for staff to follow should a guest present themselves to them
- ✓ Ensure that there is signage around your attraction about social distancing and consider hygiene stations highlighting the increased cleaning schedules in place and any periodic closures that this may result in
- ✓ Consider how you can manage social distancing by avoiding gathering guests in areas for shows, attraction events etc
- ✓ Assess what areas may be more difficult to open due to social distancing and whether you can comply or if you need a phased reopening approach to ensure customer safety
- ✓ Consider becoming pre-bookable only to enable you to manage numbers on site
- ✓ Consider temperature checks on guests and staff on entry
- ✓ Encourage contactless payment and avoid cash
- ✓ If a shop is on site ensure that clothing is not tried on and returned to the rail. Where selling pick n mix consider pre-bagging to avoid contamination
- ✓ Think carefully about your cleaning regime and ensure that regular cleansing of any touch points is maintained

GET YOUR REOPENING SIGNAGE AND DECAL PACK

To further support Plymouth businesses we have developed a free signage pack for all reopening high street businesses to access which includes:

- COVID-19 Safety poster to display in store
- Keep your distance window decal
- Shop Safe poster to display in store
- Safe payment signage
- Floor decal for queueing
- Number of people in store decal and poster
- Social media digital download pack

TO REQUEST YOUR PACK [CLICK HERE](#)

ADDITIONAL THINGS TO THINK ABOUT

Staff safety:

Carry out a return to work conversation before re-opening with each staff member. Review fitness to work status daily & record this within your documentation.

If anyone presents with a high temperature or any symptoms they must not to come to work and follow the latest [self-isolating guidance](#).

If any staff member lives with anyone with symptoms of coronavirus they must not come to work and must self-isolate for the advised number of days (currently 14).

PPE:

Ensure that staff are provided with appropriate protective clothing and equipment. Consider face masks, protective screens and supplies of hand sanitiser for staff. Where uniforms are worn they should be washed above 60°C

Training:

Training should be given to all staff to make sure that they understand the new risks. This should include information on social distancing, routes of transmission and the importance of hand washing and cleaning surfaces with disinfectant.

Customer protection:

Consider access restrictions at your entrances and having a limited number of people within your business at any one time. Consider staggered time slots to limit queues and inform customers of any access restrictions and distancing regulations with appropriate signage and notices.

Customer journey:

Manage expectations of your customers on your websites and social media before they arrive at your business. Communicate clearly the measures that you have put in place for safety including queueing, cleansing and social distancing practices that will be in place.



TIPS TO WELCOME CUSTOMERS BACK

When you're ready to reopen your business consider the following things to make sure you're customers know that you're open and are aware of the steps that you've taken to keep them safe.

THINK ABOUT:

- ✓ Updating your website with the detail of your reopening, your COVID-19 risk assessment and any details of queuing, timed entries, or measures that customers should be aware of
- ✓ Use your social media platforms and email database to share messaging direct to your customers to tell them what's happening and keep them updated
- ✓ Have visible signage on your premises to say that you're open and to communicate your safety measures and procedures
- ✓ Take advantage of the marketing support available to you through networks, groups and city initiatives to spread the word and encourage custom
- ✓ Consider joining up with other local reopening businesses to make an impact and create positive noise that you're ready to welcome customers back



MARKETING SUPPORT

We know that welcoming customers back will be incredibly important. So we'll be promoting the reopening of Plymouth's high street, leisure and hospitality businesses through city wide marketing activities over the coming months. Make sure you're part of our activity:

- **GET LISTED ON SHOP4PLYMOUTH:** Make sure you have a free listing on Shop4Plymouth and are using #Shop4Plymouth in your reopening messages so that we can promote you and your business. If you aren't listed or need to update your business listing just get in touch [here](#).
- **REQUEST A SIGNAGE PACK:** Request one of our free re-opening signage packs to receive free signage for use in store, including some of our Britain's Ocean City #ShopSafe #Shop4Plymouth window decals
- **GET INVOLVED ON SOCIAL MEDIA:** Tag Visit Plymouth and What's On Plymouth in your social media posts, and use our hashtags #ShopSafe #Shop4Plymouth #SafeAndSound and #WelcomeBack to share what you're doing and promote that you're open for business
- **VISIT PLYMOUTH:** If you're listed on Visit Plymouth make sure to [get in touch](#) to update your listing with your latest opening times, booking information and any key messages that customers should be aware of