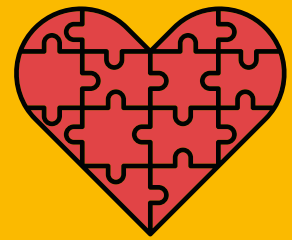


Maintaining Social-Distancing in shops – a guide for shopkeepers



Physical changes

- Consider installing plastic screens at service counters and checkouts, and where possible provide masks to staff to assist with preventing face touching.
- Erect signs to tell customers about your coronavirus precautions.
- Cover unpackaged, ready to eat food such as baked goods (bread, croissants etc) to protect it from sneezes and coughs.

Cleaning

- Clean and sanitise trolleys and baskets between use.
- Provide hand sanitisers (with a minimum alcohol content of 60+%) at entrances and exits.
- Clean contact areas such as screens on self-service checkouts, debit card PIN pads, and doors.

Changes to the shopping process

- Limit customer numbers allowed in the shop to ensure customers can easily maintain a 2-metre distance between each other and your staff.
- Before your shop is at customer capacity, control the entry and exit of customers to operate a one in, one out policy.

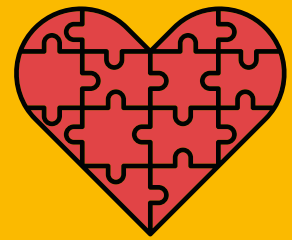
- Ensure social distanced queuing inside and outside, by using floor to mark a safe distance from other shoppers.
- If possible have a one-way system.
- Encourage contactless payment.
- Close any checkouts less than 2-metres from each other to protect staff and queuing customers.

Changes to staff procedures

- Continue to practice good hand washing practices, using soap and water. Staff must wash their hands when they arrive at work, after using the bathroom, between tasks, before they leave and where possible between customers.
- Minimise direct hand contact with food by using available tongs and utensils. Remind staff not to touch their faces.
- Ensure staff practice social distancing at all times.
- Consider shorter opening hours to enable stock to be replenished to prevent stock and staff from interfering with social distancing measures.

Covid-19 and Take-Away Food

What you must do to help save lives



What do the rules say?

The Government has introduced new legislation to ensure some food businesses such as restaurants are closed. Food delivery and takeaway can remain open and operational.

There are strict guidelines on what you must do to prevent the spread of the virus and ensure that your staff and customers stay safe:

Where you remain open please adhere with social distancing guidelines during the delivery of foods to customers and when customers collect foods.

Please adhere to the following:

- Encourage home deliveries wherever possible.
 - No orders should be taken in person on the premises
 - Encourage customers to order via the telephone or online.
-
- Consider installing plastic screens at counters, and where possible provide masks to staff to assist with preventing face touching.
 - Erect signs to tell customers about your coronavirus precautions and prevent walk-ins.
 - Provide hand sanitisers (with a minimum alcohol content of 60+%) at entrances and exits.
 - Clean contact areas such as, counters, debit card PIN pads, and doors.
 - Limit customer numbers allowed in to your takeaway to ensure customers can easily maintain a 2-metre distance between each other and your staff.
 - Before your takeaway is at customer capacity, control the entry and exit of customers to operate a one in, one out policy.
 - Ensure social distanced queuing inside and outside, by using floor tape to mark a safe distance from other customers.
 - Encourage contactless payment for collections.
 - Stagger collection times to avoid customers arriving at the same time.
 - Take card payments over the phone or online when orders are placed for collection or delivery.
 - Delivery drivers to stay 2-meters from customer at delivery. Leave food on doorstep, knock on the door and step back 2-meters.
 - Delivery drivers should wash hands with soap and water (or use hand sanitiser with a minimum alcohol content of 60+%) between deliveries

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