

# REOPENING: GETTING YOUR BUSINESS READY

Version 2 - 2 July 2020



**IN THIS  
TOGETHER**



HM Government



European Union  
European Regional  
Development Fund

**canterbury**  
city council



# INTRODUCTION

As lockdown is relaxed and businesses reopen for the first time in months, we know that protecting your customers and staff is your top priority.

Starting on Saturday 4 July, restrictions are lifted on pubs, restaurants and hairdressers and we look forward to seeing them reopen safely.

We want to help you to trade safely so we have produced this handy guide to help your business stay Covid secure and play its part in the district's economic recovery.

The pandemic has and continues to affect a wide range of services and we are learning about its effects every day. With this in mind, we will keep this guide up to date with the very latest advice and information on best practice.

We are in this together, so if you spot an error or a gap in our information you would like us to fill, please let us know by emailing **[business@canterbury.gov.uk](mailto:business@canterbury.gov.uk)**.



## SO YOU NEED TO THINK ABOUT:

Carrying out a full risk assessment including the need for physical distancing and the most effective cleaning regime

.....  
Looking after your staff

.....  
The customer experience with safety front of mind



## THE BASICS

The coronavirus or Covid19 infection is spread from person to person and from a person to a surface to another person.

# CARRYING OUT A FULL RISK ASSESSMENT

Unless you are an expert in health and safety, no-one relishes carrying out a risk assessment. But doing so is the first step in making sure you keep everyone safe, reassuring your staff and customers and making the shopping experience a positive one. This [risk assessment guidance](#) from the Health and Safety Executive will help and you may need to discuss sensible precautions to help manage the risks.

Employers will need to consult with employees and you should share the results of the risk assessment with your workforce and on your website. You will also need to review other risk assessments that could be affected by changes to operations such as home working and lone working policies.





Social distancing will play an important part in your plans so, where possible, you should help people to keep distance by:

Physically rearranging work areas to keep people 2m apart

Managing occupancy levels to enable social distancing

Avoiding sharing workstations

Using floor tape or paint to mark areas and appropriate signage to help people keep to a 2m distance

Arranging one-way traffic through the workplace if possible

Switching to seeing visitors by appointment only if possible

You may need to discuss with neighbouring businesses and ensure a system is in place to allow other pedestrians past and keep queuing customers safe.

Risk assessments need to be done

Track and trace system in place

No live sport or music

Make sure your websites and social media channels are up to date so your customers know what to expect (opening hours, booking system, number of people permitted, etc)

Any top tips for your visitors

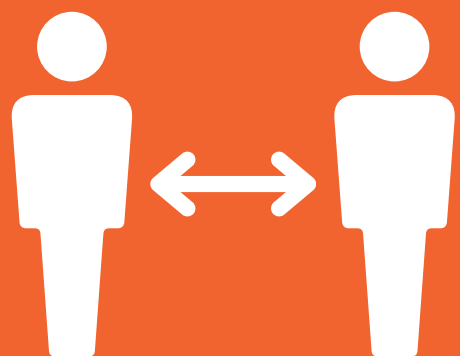
Cleaning checklists should be visible to develop trust and certainty

Make cancellations easy to prevent no shows-check your website, how easy is it to find your cancellation policy

Ongoing staff training so that they can confidently manage distancing and other safety measures, this needs to be consistent so that all customers feel safe and comfortable.

Bubble teams on rota so that they can build a support network and if one team member displays symptoms it will be quicker and easier to manage the potential spread

Ensure all staff comms to prevent miscommunication



You will definitely need to develop **cleaning**, handwashing and hygiene procedures. You should increase the effectiveness and frequency of handwashing and surface cleaning by:

Encouraging people to follow good handwashing and hygiene techniques.

Providing full handwashing facilities (running water, soap and paper towels) in washrooms.

Providing hand sanitiser in addition to washing facilities at strategic points around the workplace such as entry/exit points.

Check while **cleaning for pests** and dispose of any products or food out of date. If you notice a pest problem call in the experts.

Frequently cleaning and disinfecting objects and surfaces that are touched regularly, such as door handles, stair rails, electric socket switches, light switches and touch-based security devices such as keypads.

Enhancing cleaning in busy zones, such as entrance areas, canteens, rest areas and changing rooms.

Setting clear use and cleaning guidance for toilets to ensure they are kept clean.

You may need to establish new working arrangements where applicable like:

Rearranging and reducing workstations.

Staggering opening and closing hours.

Selling online (products and also services such as lessons, advice and experiences).

Setting up a booking system, collection slots or individual appointments to manage numbers - these could also be arranged outside of your main opening hours.

Maximising the number of staff working from home and more flexible working.

Creating fixed teams on different shift patterns.

This is also a really good opportunity to take a closer look at other aspects of your operation such as:

Heating, ventilation and air conditioning systems.

Fire/life safety systems.

The service level agreement for your cleansing services and their frequency.

Security measures for your premises.

**You will need to keep a close eye on how your business manages in the new normal and adapt accordingly. Government guidance is constantly evolving and it is your responsibility to keep up to date.**



## LOOKING AFTER YOUR STAFF

Some of your staff will be apprehensive about coming back to work while others will relish it. The key is to keep your lines of communication open at all times. Your risk assessment will highlight what steps you should take to protect your staff whether that is PPE, protective screens etc. But you should encourage your team to make their own suggestions. Protecting the mental health of your staff should always be a priority - be proactive in signposting to places where they can get support like this [NHS website](#).

## THE CUSTOMER EXPERIENCE

It is a cliché because it is true. Customers are at the heart of every business and the way you communicate with them says a lot about how you value their custom. Removing any anxiety is key to them returning in the future. You could consider:

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Using a host to welcome customers and manage the queues in a friendly way while explaining how their visit will work.

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Supplement this with signs explaining how shopping with you will work.

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Signs showing people the route around your store.

## DIFFERENT BUSINESSES HAVE DIFFERENT NEEDS

You know better than anyone that no two companies are the same. The following is designed to give you specific advice for your type of business - each one has specific steps to take. Read all of the guidelines relevant to your workplace. Each one has specific actions for businesses to take:

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[Shops and branches.](#)

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[Restaurants offering takeaway or delivery.](#)

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[Food businesses reopening.](#)

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[Offices and contact centres.](#)

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[Working from vehicles.](#)

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[In other people's home.](#)

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[Factories, plants and warehouses.](#)

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[Labs and research facilities.](#)

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[Construction and other outdoor work.](#)

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[This advice on cleaning in a non-healthcare setting should help](#)

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[Re-opening of businesses and venues from 4 July](#)





## **MAKING THE TOWNS AND CITY RUN MORE SMOOTHLY**

### **Toilets**

All public toilets are now open with the exception of the Park and Ride sites, Canterbury coach park and the central bandstand in Herne Bay. This is being kept under constant review.

### **Car parks**

From Saturday 4 July ALL car parks across the district are open with the exception of Rosemary Lane. Again, this is being kept under constant review. Although the park and ride sites are not currently offering a bus service into Canterbury, the car parks themselves are open for parking only at a reduced rate of 50p per day.

### **Tables and chairs outside your premises**

New rules are likely to come into place in the very near future as the new [Business and Planning Bill](#) makes its way through parliament

### **A-boards**

Businesses must comply with the KCC requirements.

### **Traffic regulations in our pedestrianised zones**

The rules around vehicles in our pedestrianised zones have not changed and, after a high level of complaints, our Enforcement Officers are back to ticket offenders. Canterbury city centre is a pedestrian-friendly area. Vehicles and cycles are only allowed access at certain times - before 10.30am and after 4pm. There are a range of exemptions for the emergency services, cash in transit and designated residents. Businesses can load and unload before 10.30am and after 4pm.





## LICENSING

Licensing is operating a normal service to licence holders and the public. Details can be found [online](#).

## ENVIRONMENTAL HEALTH

Canterbury's environmental health team have continued to support and work with local businesses during the Coronavirus restrictions, dealing with a range of issues from food and health and safety to noise and pest control.

Moving on from lock down we can give practical advice to help you reopen and trade safely. Many businesses are having to change the way they operate. We can advise you on legal compliance and signpost you to government and trade guidance specific to you. Email us [envhealth@canterbury.gov.uk](mailto:envhealth@canterbury.gov.uk)

## BUSINESS SUPPORT

If you would like some business advice and are unsure of the support that may be available to you, the [Kent and Medway Growth Hub](#) can help find the most suitable type of business support available in our area.

## SECURITY

### When to call 101

Call 101 when reporting a crime and other concerns that don't require an emergency response. You can also report a crime [online](#).

### When to call 999

Always call 999 when it is an emergency such as when a crime is in progress, someone suspected of a crime is nearby, when there is danger to life or when violence is being used or threatened.

### District Watch

The local Business Crime Prevention partnership, District Watch, operates a membership-based radio link scheme across the district to reduce crime and keep the city safe. Call **07823 442 110** or visit [canterburydistrictwatch.co.uk](http://canterburydistrictwatch.co.uk) for information.

## STREET CLEANING, WASTE REMOVAL AND TRADE WASTE

Serco is the city council contractor for all street cleaning and waste collection in the district. Trade waste is the responsibility of individual businesses and Serco offers this commercial service as well. Serco also offers a graffiti cleaning service on behalf of the city council which is free for the first two hours or 5 square metres.

To take advantage of this scheme, businesses need to fill out a waiver. You can also apply for this service online. To report a problem with cleansing including graffiti, overflowing bins or poor cleansing or safety issues such as discarded hypodermic needles, call Serco on **0800 031 9091**.

## ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour is defined as behaviour by a person which is likely to cause harassment, alarm or distress to one or more persons not of the same household as the person. This can include aggressive behaviour, swearing in public, begging, graffiti and busking.

In most cases, you will **call 101** to report this type of behaviour and, even though it is unlikely you will get an immediate response, it is important that a record is made of these instances for future reference. If you or a member of your staff feel threatened call 999. You can also report anti-social behaviour to the city council online.

## OTHER SOURCES OF ADVICE AND INFORMATION:

**For specific advice for your industry**

[www.gov.uk/workingsafely](http://www.gov.uk/workingsafely)

**General advice on working safely**

[www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf](http://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf)

**Talking with your workers**

[www.hse.gov.uk/news/assets/docs/talking-with-your-workers.pdf](http://www.hse.gov.uk/news/assets/docs/talking-with-your-workers.pdf).

**Managing risk and risk assessment**

[www.hse.gov.uk/simple-health-safety/risk/index.htm](http://www.hse.gov.uk/simple-health-safety/risk/index.htm)

**Latest news and advice on coronavirus from government and the HSE**

[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) and

[www.hse.gov.uk/news/coronavirus.htm](http://www.hse.gov.uk/news/coronavirus.htm)

**For business support enquiries  
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canterbury.gov.uk](mailto:business@canterbury.gov.uk)**

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