

# REOPENING OR RETURNING TO YOUR WORKPLACE GUIDANCE

## 1. COVID-19 RISK ASSESSMENT

The assessment, reduction and ongoing management of risk is a vital part of fulfilling your obligations as an employer of keeping the public and your employees safe.

- Carry out a risk assessment according to the [HSE guidance](#)
- Communicate the results of your risk assessment with your employees and share this on your website
- We are currently offering free Health and Safety training course, [click here](#)

## 2. SOCIAL DISTANCING

### Maintain 2m social distancing, where possible

- Assess how many customers and/or employees can fit into your premises while observing the 2m social distancing rules
- Arrange one-way traffic through the workplace if possible, this could include utilizing emergency exits
- Make sure you use special signage to remind workers and visitors of social distancing guidance, including floor tape or paint to mark areas
- Work with your local authority, BID, landlord or managing agency regarding support managing potential issues with accessing your venue and social distancing
- Only absolutely necessary participants should attend meetings and should maintain 2m separation
- Install screens to protect staff at cashier points, receptions or similar areas; where it is not possible to move workstations further apart, use screens to separate people from each other

### Where it's not possible for people to be 2m apart, you should be:

- Keeping the activity time involved as short as possible
- Using screens or barriers to separate people from each other
- Using back-to-back or side-to-side working whenever possible
- Staggering arrival and departure times
- Reducing the number of people each person has contact with by using 'fixed teams or partnering'

## 3. SURFACES AND POINT OF SALE

- Frequently clean objects and surfaces that are touched regularly, such as door handles and keyboards
- Disable touchscreens, consider no-touch switches, doors, etc
- Avoid use of hot desks, however, in facilities where this might not be possible, clean workstations between different occupants including shared equipment
- Provide hand sanitizer at the entrance and/or exit to your premises
- Ask customers wearing face masks
- Shoppers should be discouraged from handling products while browsing, if a customer doesn't purchase it, it needs to be quarantined for up to 72 hours.

## 4. YOUR EMPLOYEES

**It is still advised for people to work from home where possible.**

**For employees undertaking work at the venue, as an employer you should:**

- Develop cleaning, handwashing and hygiene procedure and make sure that staff follows it:
  1. Hand hygiene, frequent and correct handwashing are very important
  2. "Catch It, Bin It, Kill it" - ensuring all sneezes, coughs or blows are caught in tissues, disposed immediately and hands are washed after
- Make sure you provide all necessary PPE for your employees to undertake work safely
- For breaks, use safe outside areas, encourage people to bring their own food, and ask staff to remain on-site during the work day
- Restrict non-business deliveries, for example, personal deliveries to workers
- Familiarize yourself with the plan TfL has created to help London and businesses to re-open safely. [Click here](#)
- Circulate advice for your employees from TfL on safe commuting. [Available here](#)