

# COVID-19: RETAIL QUESTIONNAIRE

Officer:

Date:

<b>Business:</b>	
<b>Name of contact:</b>	
<b>Contact details:</b> Tel., email	
<b>External areas:</b>	
<b>Signage:</b>	
<b>PD measures:</b> Floor markings etc.	
<b>Queue management:</b>	
<b>Restricting entry:</b> Traffic light system, one in / one out, 1 household	
<b>Cleaning stations for trolleys/ baskets:</b> Customers aware Sufficient materials	
<b>Sanitising stations:</b> Point of entry / exit	
<b>Shop floor:</b>	
<b>Maximum capacity:</b>	
<b>PD measures:</b> Floor markings One-way systems	
<b>Signage/announcements:</b>	
<b>Pinch points:</b>	
<b>Staff / customer interaction:</b> Staff able to physical distance from customers whilst working	
<b>Sanitising stations:</b> Use of sanitiser for till staff	
<b>Queue management at pay points / tills:</b>	
<b>Separation at pay points / tills:</b>	
<b>Contactless payments:</b>	

## COVID-19: RETAIL QUESTIONNAIRE

Procedure for accepting cash	
<b>Increased ventilation:</b>	
<b>Toilets (customers)</b> Physical distancing Limited occupancy Cleaning schedule up-to-date	
<b>Cleaning:</b>	
<b>Cleaning Chemicals:</b> BS EN 14476	
<b>Suitable materials:</b> Disposable paper towels	
<b>Shop floor:</b> Touch points, high use areas, toilets etc.	
<b>Staff areas:</b> Touch points, Storerooms, Canteen / break areas Office / meeting rooms Changing rooms Toilets	
<b>Cleaning schedule:</b> Shop floor frequency Staff area frequency	
<b>Staff areas:</b>	
<b>Warehouse, store areas:</b> PD measures Signage Maximum capacity One-way systems Control measures for deliveries	
<b>Office / meeting rooms:</b> PD measures Signage Maximum capacity	
<b>Toilets, changing facilities:</b> PD measures Signage Maximum capacity Staggered shifts	

## COVID-19: RETAIL QUESTIONNAIRE

<b>Canteen, break areas:</b> PD measures Signage Maximum capacity Staggered breaks	
<b>Handwashing facilities:</b> Suitable materials Suitably located	
<b>Face Coverings</b>	
<b>Customers:</b> Signage Policy for not wearing	
<b>Staff:</b> Staff trained on correctly wearing face coverings Policy for exempt staff (redeployed?)	
<b>Risk assessment, policies and training</b>	
<b>Covid-19 risk assessment:</b> Documented? (Required if > 5 employees, recommended if <5) Consideration for high-risk employees	
<b>Staff training:</b> Risk assessment Control measures	
Policy should employee attend work with suspected or confirmed Covid-19	
Policy should employee develop Covid-19 symptoms whilst at work	
<b>Action taken</b>	
Satisfactory Verbal advice (detail) Email sent	
<b>Follow up required?</b>	
<b>Follow up action taken/completed</b>	