



COVID Safety for Retailers

Online Event

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What information would you like to see?

Positive cases

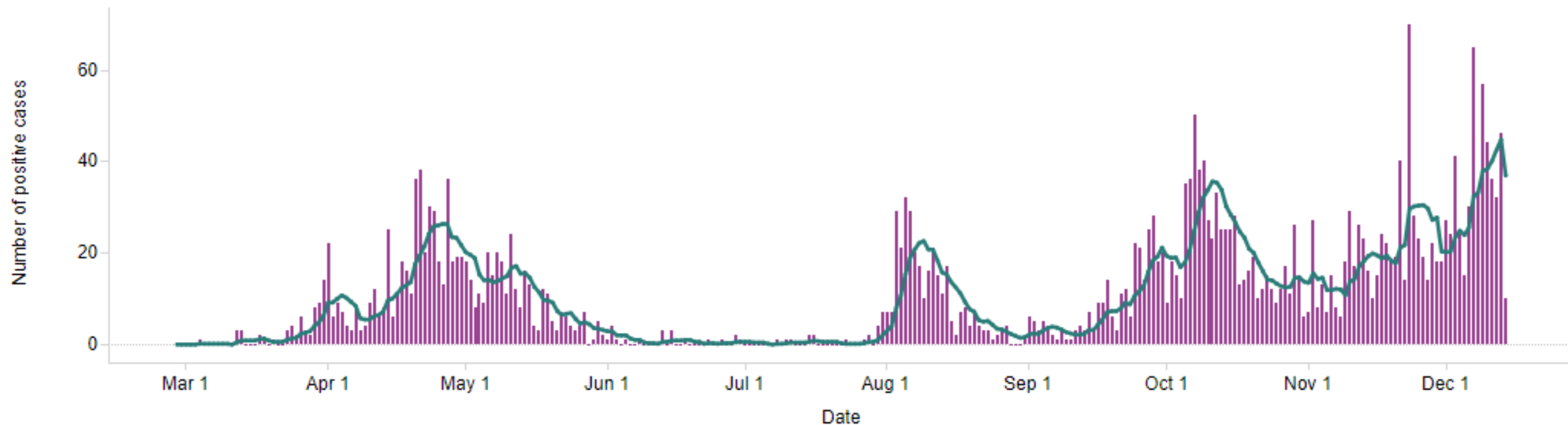
Select location:

Aberdeen City

Daily figure

7 day moving average

Positive cases by specimen date in Aberdeen City

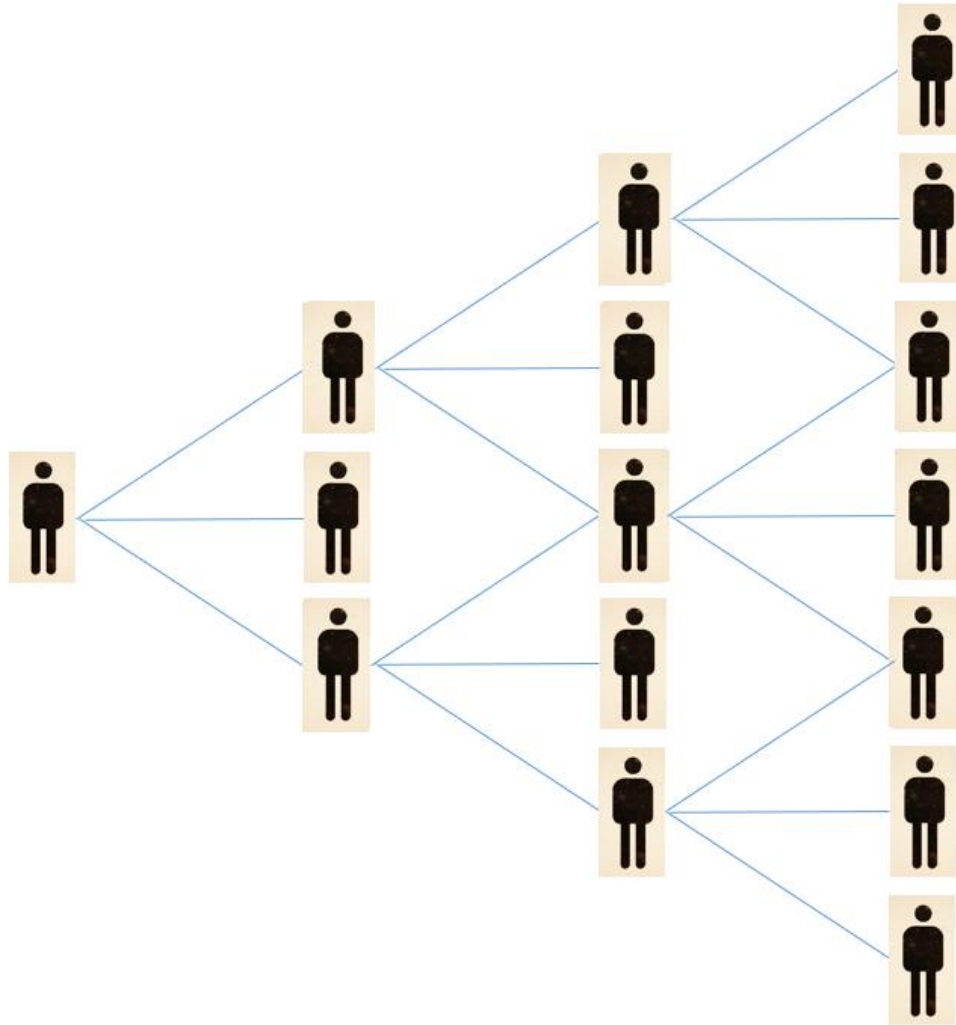


Figures for the most recent dates are likely to be incomplete due to the time required to process tests and submit records.

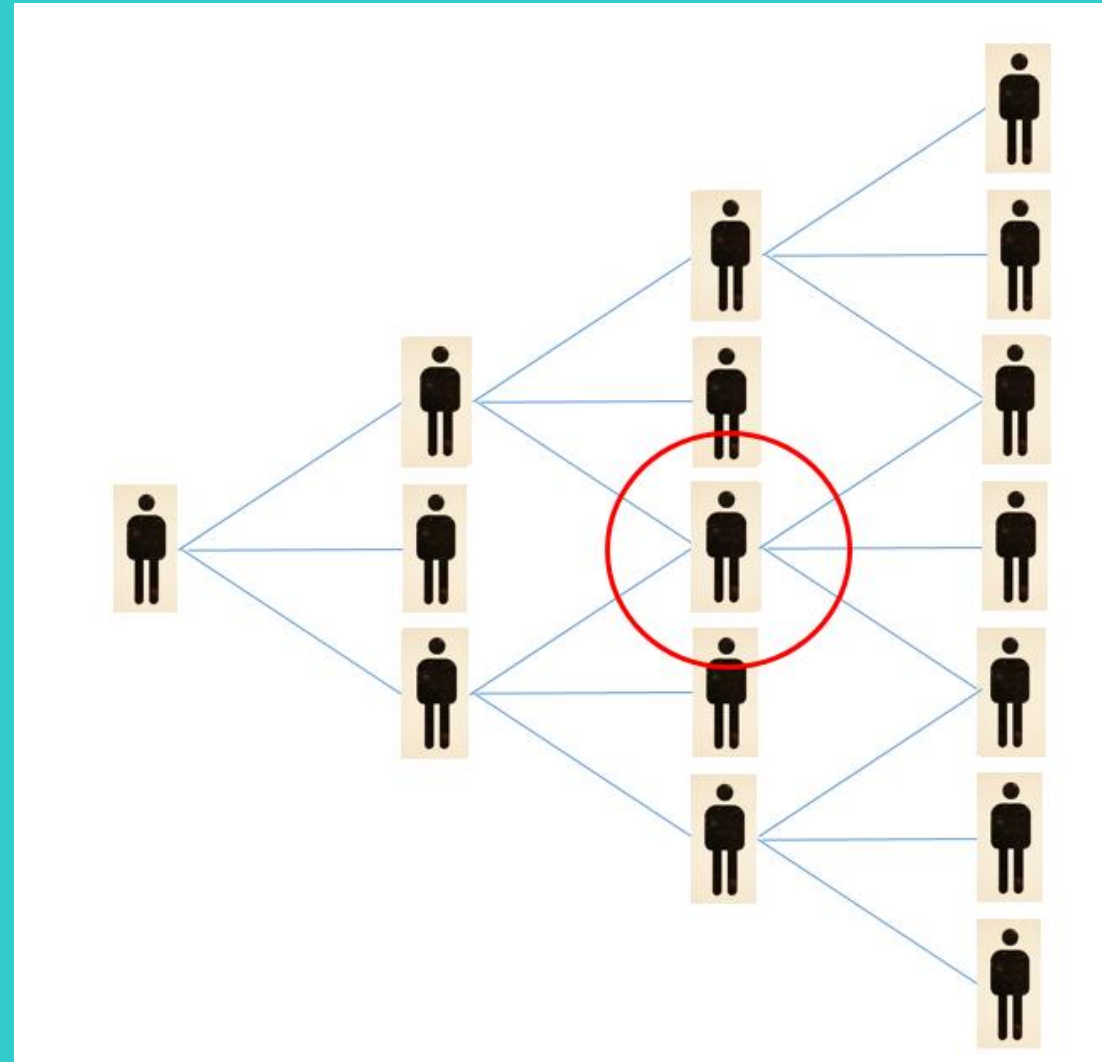
Aberdeen City

Situation summary @15/12/2020 [data from 14/12]

- **Rapidly Rising** cases since last week of November [146 to 299]
- **Rapidly Rising** 7 day rate per 100,000 [63.8 to 130.8]
- **Rising** % positive at 6.1%
- **EDR supports accelerating situation [1.5]**
- 37% of cases are **NOT** linked in to the multiple known events and situations where HPT and EHOs are acting to contain further transmission. **These represent community transmission that can not be controlled by IMTs or test and protect but has improved on last week [55%]**
- Food processing cases have not been a feature this week and do not explain the ongoing upward trend. **Shopping, gym classes and hospitality sector clusters also appearing.**



Individual



FACTS

Face coverings



Avoid crowded places



Clean your hands regularly



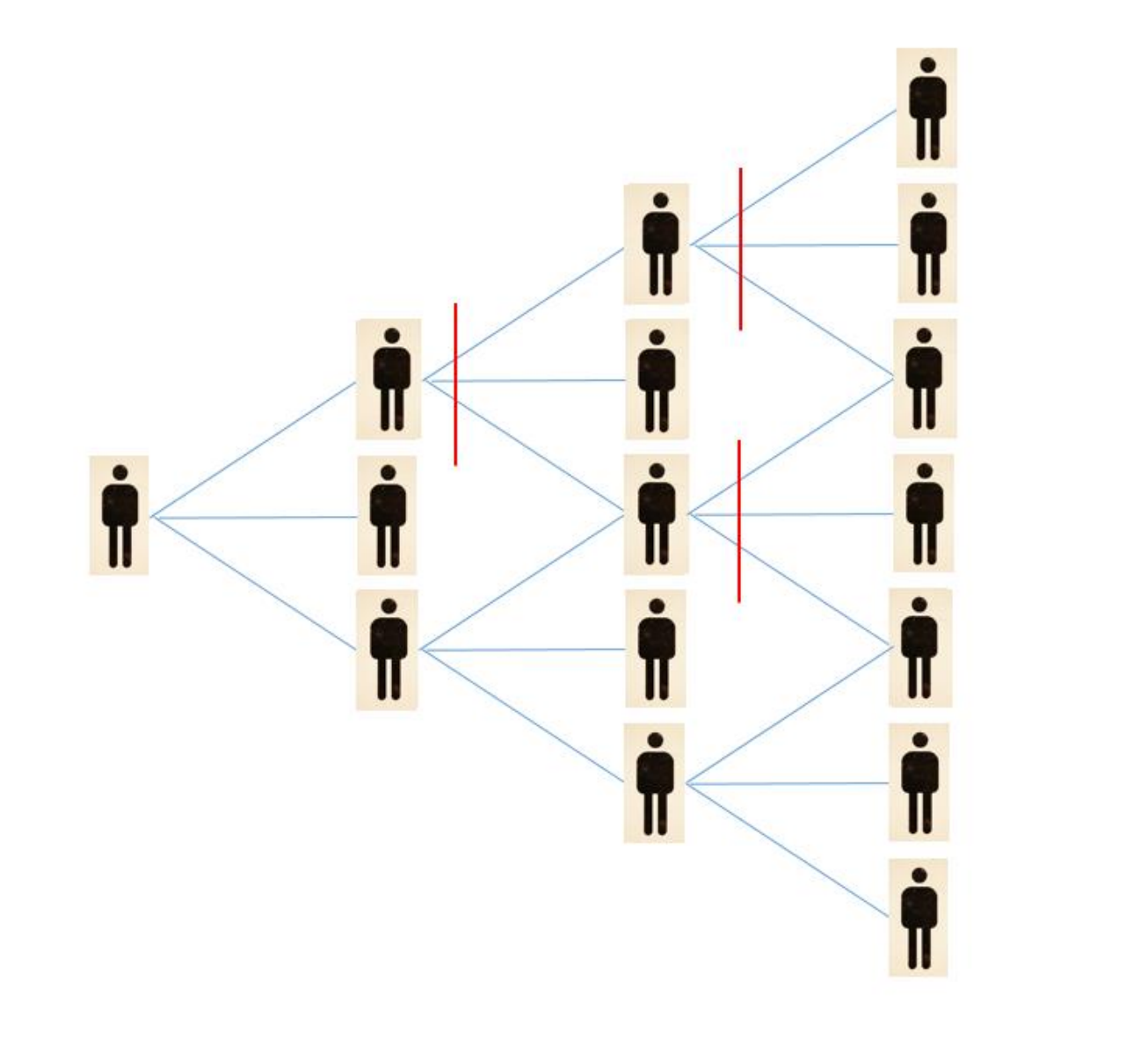
Two metre distance



Self isolate and book a test if you have symptoms



T&P





TEST & PROTECT

TTIS

Test

Trace

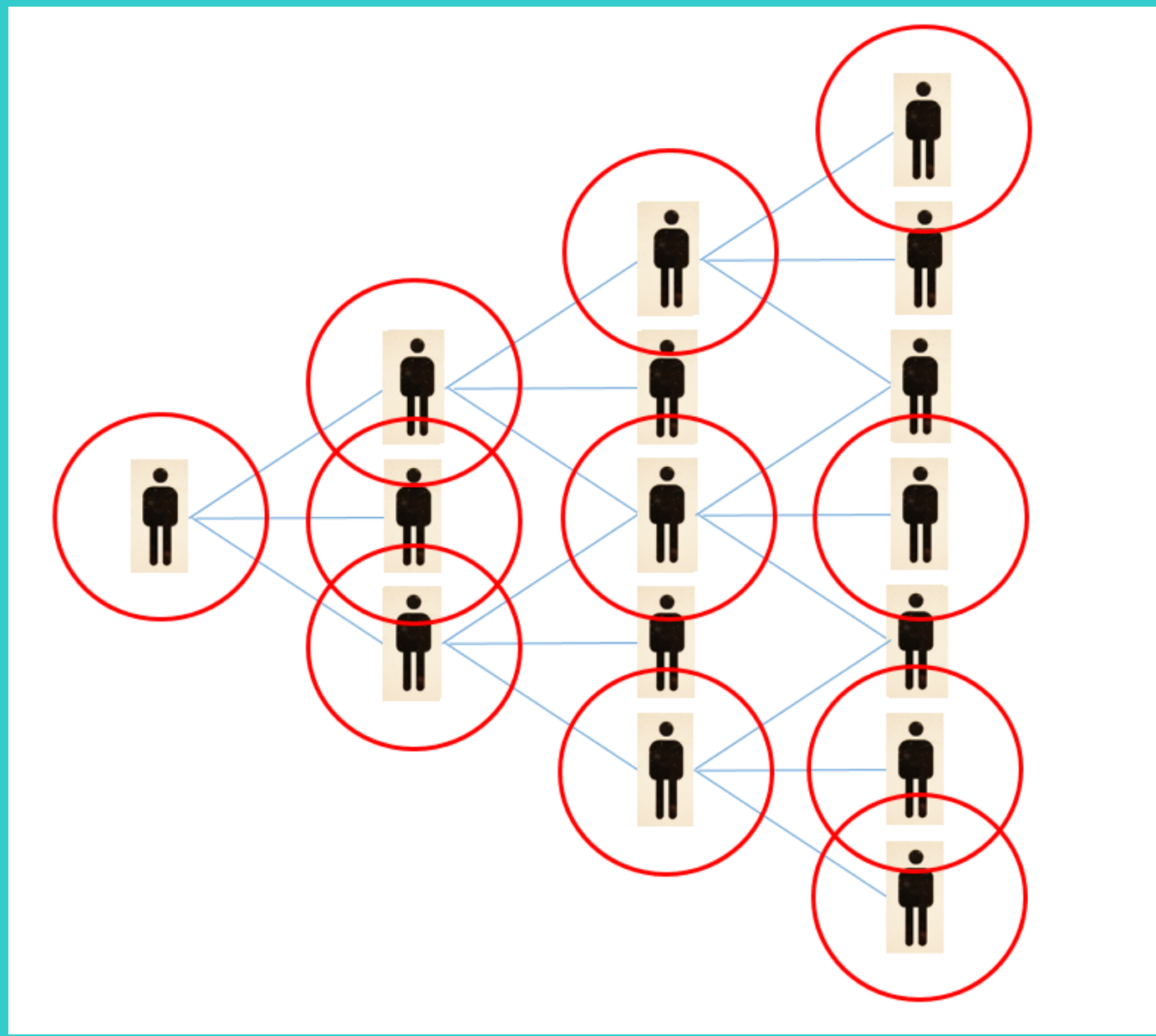
Isolate

Support



Problem Assessment Groups (PAGs) and Incident Management Teams (IMTs)

National





Shopping List

NHS
Grampian



Wear a face covering, over mouth and nose.



Keep a 2m distance from other shoppers.



Shop solo whenever you can.



Use hand sanitizer and cleaning sprays provided.



Use contactless payment if you can.



Try to shop at quieter times

CGD 200648

NHS
Grampian

Del Henderson

**Principal Trading Standards Officer
Aberdeen City Council**



Protecting our City

Controlling the transmission of COVID-19

Retail settings – the law, guidance and known issues

Aberdeen City Council

Del Henderson– Trading Standards and Environmental Health



Topics covered

- The law - The Health Protection (Coronavirus) (Restrictions and Requirements) (Local Levels) (Scotland) Regulations 2020
- Requirements of the guidance
- The COVID-19 risk assessment
- Measures to control the spread of Coronavirus and Known Issues
- Enforcement & Compliance
- Further guidance

Where are we now?

- Currently in level 2 but moving to level 3 on 17th December [Five levels – 0 to 4]
- Requirements remain the same for retail across all levels.
- Difference between the levels for retail – the type of business that must close

The Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020 [1]

Businesses are legally required to take all measures to ensure that so far as reasonably practicable:

- 2m is maintained between people on the premises
- Control numbers entering the premises to enable physical distancing to be maintained
- 2m is maintained between customers waiting to enter the premises



The Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020 [2]

Businesses must also take all other measures, which are reasonably practicable, to minimise the risk of the incidence and spread of coronavirus on the premises. Examples would be measures to maintain hygiene and limit close face to face interaction



Coronavirus (COVID-19): retail sector guidance

Published by the Scottish Government and updated regularly.

Covers workplace safety and has a useful checklist to assist retailers to make their premises safe for staff and customers



What businesses must do to control the transmission of coronavirus

- Undertake a COVID-19 Risk Assessment - involve your staff in the risk assessment process
- All businesses should undertake a full risk assessment to help in deciding which actions to take and implement the necessary measures to protect staff, other workers/visitors, and the public

How to carry out a COVID-19 risk assessment

- Step 1. Identify what work activity or situations might cause transmission of the virus
- Step 2. Think about who could be at risk – who may be harmed and how
- Step 3. Decide how likely it is that someone would be exposed.
- Step 4. Act to remove the activity or situation, or if this is not possible, control the risk
- Step 5. Communicate the results of the risk assessment to employees and ensure that the risk assessment is available

COVID-19 Risk assessment & the Hierarchy of controls

- Unlikely to completely remove the activity or situation which poses a risk of covid-19 spread - consider the control measures required to manage the hazard posed by this virus
- Follow a risk-based approach – focus on a hierarchy of control which seeks to eliminate risks
- Combat risks at source, adapt your workplace to individual needs, ensure adequate staff training to manage the risk
- Use of PPE – only where required

Numbers on Premises

- Requirement to ensure there is sufficient space to allow all persons to remain 2m apart
- Systems should be in place to safely manage capacity to avoid overcrowding
- Capacity will depend on space, layout and store activities
- Need to be flexible – e.g., stock replenishment will reduce the space and so likely reduce capacity of store.
- Tills queues at limit or too many people in one area then stop entry

Queues Outside

It is the responsibility of the business to manage the queue.

Things to consider:

- Where will customers queue?
- 2m markings and signage
- Queue marshal
- End point

Face Coverings - employees

- Mandatory for staff unless they can remain 2m away from others or there is a screen between them and other people.
- This requirement is for the shop area and any indoor communal area in a workplace
- If wearing a face covering, then it should be worn correctly. They should cover the nose and mouth.
- Staff exempt from the requirement to wear a face covering, then need to consider role so they can remain 2m away or are working behind a screen

Face Coverings - customers

- Required for all customers age of 5 and over
- Remember some customers are exempt
- Customers can be asked to remove the face covering to check identity for the sale of alcohol, cigarettes etc

Trolleys and Baskets

- Do you clean these or are customers expected to clean? Make this clear
- Cleaning facilities including hand sanitiser – well stocked and easily accessible
- Ease of use - if it is obvious and easy to find then customers are more likely to use it
- People need to be comfortable using the cleaning materials

Layout and Signage

- May want to limit group numbers
- One way system
- Signs and floor markings advising people to remain 2m apart
- Make it easy for customers and staff to move about
- Encourage staff to remind customers and their own colleagues to stay 2m away
- Use tannoy announcements to reinforce behaviours

Pinch points

- Promotional bays – end of aisle and/or middle of aisle
- Stock replenishing
- Packers for home delivery

All of these create obstructions and bottlenecks

Tills

- Queues – clear marking and signage
- Cash handling - staff should be sanitising hands after handling cash
- Promote contactless payments
- Hand Santiser - available for staff as handling goods and money

Cleaning – touch points, toilets etc

- Need enhanced cleaning and disinfection regime - think about touch points, shared equipment, toilets etc
- Frequency based on throughput
- Use correct products - use a standard household detergent and disinfectant that is active against viruses and bacteria (BS EN 14476)
- Use correct equipment – disposable cloths and mops heads

Customers

- Customers have a strong role to play in ensuring compliance. Majority will take care and follow the rules but there will be lapses.
- Customers will need to be reminded to stay apart, wear face coverings etc
- Communicate expected behaviours – signs, floor markings, social media etc

Staff

As with customers there will be occasional lapses. Emphasis is on the basics:

- Keep 2m apart from colleagues and customers
- Wear a face covering correctly [if not exempt]
- Wash hands regularly

Increased Ventilation

- Ventilation is a key measure
- Air Conditioning – increase the fan speed
- Keep doors and windows open

Behind the Scenes

- Offices
- Changing areas
- Canteen areas

- Ventilation
- Consider numbers, notices on doors, staggered starts/breaks, removal of seating

- Smoking areas

Workforce Planning

- Fitness to work
- Shift patterns
- Staggered break times
- Staff training and instruction

Staff Fitness to Work

- Anyone developing symptoms of COVID-19 should stay away from work and get tested.
- Ensure staff are aware of the symptoms:
 - new continuous cough
 - a high temperature or
 - loss of/ change in sense of smell or taste
- Ensure staff know how to arrange a test and when to self-isolate [NHS Inform website]

Staff Fitness to Work

Positive Test Result

Self-isolate for 10 days – whether symptoms or not

Identified as a close contact

Required to self-isolate for 10 days. This will be confirmed by Test and Protect.

Note: if a close contact gets tested and returns a negative result, they must continue to self-isolate for the 10-days

Staff Training and Instruction [1]

Who and When

- New starts
- Regular updates
- Change of law/guidance - any changes need to be communicated
- After any prolonged closure

Staff Training and Instruction[2]

Training Subjects

- Symptoms and attendance at work
 - Physical Distancing
 - Enhanced cleaning regime
 - Face coverings
 - Engagement with customers
-
- Training gives assurance to staff and aids compliance – reinforces the importance of safe working

Compliance and Enforcement

- Following the 4 E's approach – Engage, Explain, Encourage and Enforce
- Aim is to provide advice and guidance to secure compliance

Sanctions under the Regulations:

- Directions
- Prohibition Notices
- Report to the Procurator Fiscal



Summary

- Space
- Face coverings
- Queues
- Signage
- Cleaning
- Ventilation
- Staff training

Final Words

- Covid-19 remains a real and serious risk to public health
- Everyone must help control the spread of the virus – business owners, managers, staff and customers
- By implementing and following the law and guidance businesses should be able to operate safely and help stop the spread of the virus
- Need to remain vigilant and not allow standards to slip



Further guidance & sources of advice

- [The Health Protection \(Coronavirus\) \(Restrictions and Requirements\) \(Local Levels\) \(Scotland\) Regulations 2020](#)
- [Coronavirus \(COVID-19\): retail sector guidance](#) [Scottish Government]
- [Coronavirus \(COVID-19\): local protection levels](#) [Scottish Government]
- [Coronavirus \(COVID-19\): guidance for retail, tourism and hospitality customers](#) [Scottish Government]

Further guidance & sources of advice

- **Risk Assessment**

- Health & Safety Executive (HSE) COVID-19 Risk Assessment template

- <https://www.hse.gov.uk/coronavirus/assets/docs/risk-assessment.pdf>

- **Scottish Government - Risk assessment for the workplace**

- <https://www.gov.scot/publications/coronavirus-covid-19-guidance-on-individual-risk-assessment-for-the-workplace/>

- **Healthy working Lives - Return to work toolkit**

- <https://www.healthyworkinglives.scot/workplace-guidance/covid-19-return-to-work-toolkit/Pages/covid-19-return-to-work-toolkit.aspx>

Further guidance & sources of advice

- HSE – [Making your workplace covid secure](#) - includes information on cleaning, ventilation and talking to your workers
- HPS - [Guidance on COVID-19 for non-healthcare settings](#)
- [NHS Inform – Test and Protect](#) - guidance on symptoms, testing and self-isolation
- [Test and Protect Advice for Employers](#)

Further guidance & sources of advice

- Aberdeen City Council – [Information for Business page](#) - advice and a Contact Us button which allows you to submit complaints or a request for advice
- Aberdeen City Council – aide-memoire used by officers during visits

CI David Howieson
Local Area Commander Aberdeen City
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Police Scotland

