



## **COVID-19 Best practice resources: customers in your shop, ordering or at market**

The following is based on the government advice for running shops and retail businesses safely during the coronavirus pandemic. For the full information, please see the [government guidance here](#).

### **1. Shops and markets**

During the pandemic shops will need to work to minimise the contact resulting from visits to stores or outlets. To do this, shops will need to

- Defining the number of customers that can reasonably follow 2m social distancing within the store and any outdoor selling areas
- Take into account total floorspace as well as likely pinch points and busy areas
- Suspending or reducing customer services that cannot be undertaken without contravening social distancing guidelines.
- Encouraging customers to shop alone where possible, unless they need specific assistance.
- Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines
- Looking at how people walk through the shop and how you could adjust this to reduce congestion and contact between customers,
- Ensuring any changes take into account adjustments for those who need them, including disabled shoppers
- Using outside premises for queuing where available and safe
- working with your local authority or landlord to take into account the impact of your processes on public spaces such as high streets and public car parks
- Continuing to keep customer restaurants and cafes closed until further notice, apart from takeaways

The government supports measures to allow safe privileged access to supermarkets and food businesses for the elderly and essential workers.

### **2. Communications with customers**



- Providing clear guidance on social distancing and hygiene to people on arrival
- Providing written or spoken communication of the latest guidelines inside and outside the store
- Ensuring latest guidelines are visible in selling and non selling areas.

### **3. Cleaning**

Shops will need to keep the workplace clean and prevent transmission by touching contaminated surfaces. This will include:

- Frequent cleaning of work areas and equipment between uses, using your usual cleaning products
- Frequent cleaning objects and surfaces that are touched regularly such as self-checkouts, trolleys, coffee machines, or staff handheld devices, and making sure there are adequate disposal arrangement

### **4. Handling goods**

To reduce transmission through contact with objects in shops or at markets

- Encouraging increased handwashing and introducing more handwashing facilities for workers and customers or providing hand sanitiser
- Limiting customer handling of goods, for example, through different display methods, new signage or rotation of high-touch stock.
- Putting in place picking-up and dropping-off collection points where possible, rather than passing goods hand-to-hand
- Enforcing staggered collection times for customers collecting items, with a queuing system in place to ensure a safe distance of 2m
- Setting up 'no contact' return procedures where customers take return goods to a designated area
- Encouraging contactless refunds
- Keeping returns separate from displayed stock to reduce the likelihood of transmission through touch
- Providing guidance to how workers can safely assist customers with handling large item purchases.

### **5. Markets**



Where markets are still in operation, the government is encouraging food market operators to consider how they can safely sell their products without encouraging crowds and ensure hygiene measures are in place. This can be done by:

- taking orders in advanced online or by telephone and pre-packing orders to limit face-to-face time in the market
- Serving customers individually, rather than them picking items up from your stall, to reduce risk of transmission.
- considering delivery services if possible
- Following all the guidelines around handwashing, hygiene and social distancing
- Have signage for customers about social distancing

## **6. Orders**

You should ensure that no orders are taken in person on the shop premises. You should only take orders online or by telephone and communicate this to customers by clear signage in store and online.

## **7. Collections**

Where customers are collecting items:

- Using staggered collection times
- Enter one at a time, or the number that is safe to maintain social distance to collect orders and pay
- Use electronic payments where possible
- Maintaining a safe distance at all times
- Where queuing is taking place, you should use queue management systems to maintain a safe distance.

## **8. Deliveries**

For retailers or restaurants running a delivery service, you should advise all delivery drivers that

- No orders should be physically handed over to the customer, use drop off points instead
- After ringing the doorbell, drivers should maintain a safe distance from the door and oversee the delivery of the goods



- Have a way for customers to be able to notify you that they are in self-isolation or are unwell in advance of the delivery
- The driver should not enter the customer's property.
- Give customers an approximate delivery time and a contact number
- There should be regular cleaning of reusable delivery boxes or crates

You should advise drivers to wash their hands using soap and water for 20 seconds as regularly as possible, and drivers should be given hand-sanitiser to be carried at all times and used after each delivery. To protect your staff and customers, you should remind colleagues and drivers daily to only come into work if they are well and no one in their household is self-isolating.

## 9. Resources

[Working safely in shops and branches](#)

[Wales Coronavirus information pages](#)

[Northern Ireland Coronavirus information pages](#)

[Scotland Coronavirus information pages](#)

Updated on 17th May 2020

On the above date the advice is applicable to the whole of the UK