COVID-19

Keep Wales Safe – at work in retail

Developed in partnership with the Welsh Retail consortium/ British Retail consortium and Usdaw

Together we'll Keep Wales Safe

OGL

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Introduction

This document is to help employers, employees and the self-employed in Wales understand how to work safely during the COVID-19 pandemic, keeping as many people as possible 2 metres apart from those they do not live with.

As we want workplaces in Wales to be safe, we are asking all employers, employees and the self-employed to:

- show care by acting with compassion and understanding;
- comply with laws designed to keep us all safe;
- involve everyone, because safety is a shared endeavour;
- adapt work places and behaviours; and
- communicate with clarity and consistency.

To tackle the spread of COVID-19, the Welsh Government introduced the Coronavirus Regulations in March 2020. These imposed strict restrictions on gatherings, the movement of people, and the operation of businesses (some of which were required to close temporarily). The Welsh Government prioritises the protection of people, and with this aim, is now following a cautious approach to easing this lockdown and reopening workplaces.

The safety, health, and well-being of everyone is of paramount importance to us. We have produced this guidance to help employers, employees and the self-employed in retail understand what we believe is important, and how everyone should approach the shared endeavour of safe work.

We expect that this document will be updated over time. This version is up to date as of 18 June 2020. You can check for updates at Keep Wales Safe – at work. If you have any feedback for us, please email WorkingSafely@gov.wales

How to use this guidance

This guidance sets out how to work safely and gives practical considerations of how it can be applied in the workplace. You must also have regard to the Statutory Guidance and supplementary guidance on taking all reasonable measures to maintain physical distancing in the workplace.

Each business will need to translate this into the specific actions it needs to take, depending on the nature of its business, including the size and type of business, how it is organised, operated, managed and regulated.

This guidance does not replace legislation and associated guidance, or industry-specific guidance, nor should it be considered a substitute for legal advice which you should consider obtaining where necessary. This guidance does not supersede any legal obligations including in relation to health and safety, employment or equalities. It is important that as a business or an employer you continue to comply with your existing obligations, including those relating to individuals with protected characteristics. Failure to comply with the relevant public health legislation and guidance to control public health risks will result in enforcement action by the relevant authorities. It contains non-statutory guidance to take into account when complying with these existing obligations. When considering how to apply this guidance, take into account agency workers, contractors and other people, as well as your employees.

To help you decide which actions to take, you need to carry out an appropriate COVID-19 risk assessment, just as you would for other health and safety related hazards. This risk assessment must be done in consultation with the recognised trade union or, if there isn't one, a representative chosen by workers.

1. Who this guidance is for

Where it is reasonably practicable for a person to work from home then they should not be leaving their home for work. We acknowledge that not everyone can do this. For people who need to travel into a workplace it is vital they understand how they can work safely. Each business or employer is unique, and every workplace should do what is right for its workers and customers.

Some non-essential businesses and premises must remain closed.

This guidance applies specifically to businesses in the retail sector and branches. The guidance may be of particular use to those retail businesses that are re-opening following a period of closure. The guidance is based on the experience of the Welsh Retail Consortium/British Retail Consortium's and USDAW's food retail members who have been operating social distancing effectively in stores for a number of weeks. These are non-exhaustive and it is the responsibility of each business to decide the most appropriate methods to implement social distancing and other COVID-19 control measures in its workplace.

Over and above these specific recommendations there should be open dialogue with colleagues to reassure them and discuss any concerns about the safety of their role.

Shops and branches include all retail stores. This includes:

- food retailers
- chemists
- hardware and homeware stores
- fashion shops
- charity shops
- betting shops and arcades

- tailors, dress fitters and fashion designers
- car dealerships
- auction houses
- antique stores
- retail art galleries
- photography studios
- gift shops and retail spaces in theatres, museums, libraries, heritage sites and tourism sites
- mobile phone stores
- indoor and outdoor markets
- craft fairs
- similar types of retail.

The guidance applies to those currently open and will help those that are currently closed consider what their operations need to look like when they are allowed to open.

Branches include:

- bank branches
- post offices
- other open money businesses.

Retailers operating in shopping malls should work with the mall operator to ensure a safe working environment for employees and visitors.

2. Key principles

The Welsh Government has adopted five principles for workplace safety. They are summarised below but the full text is available at Keep Wales Safe – at work.

1. Care: Our health and well-being comes first

Everyone should approach the health, safety and well-being of other people in the workplace with compassion and understanding.

The COVID-19 outbreak is a new and fast-moving situation for everyone. It will be challenging, worrying, and potentially stressful for many. **Workers are only allowed to return to the workplace if it is not reasonably practicable for them to work from home.** Securing childcare and finding a safe way to travel to and from work may be difficult and a source of anxiety. Employers should be mindful that this could pose a barrier to an employee's safe return to work.

The COVID-19 pandemic poses health risks to everyone, but for certain vulnerable people, there is an increased risk of becoming seriously ill. It is also evident that certain members of our community, such as those from black and minority ethnic backgrounds, are impacted more than others. We do not yet have the evidence as to why groups are impacted more than others, so employers should take extra care to safeguard vulnerable employees. There is more information on vulnerable groups and social distancing here: COVID-19 social distancing guidance for everyone in Wales.

The online COVID-19 Workforce Risk Assessment Tool is a two-stage risk assessment for NHS and Social Care workers, which is suitable for use for all staff who are vulnerable or at risk of contracting

COVID19, including people from Black, Asian and Minority Ethnic (BAME) backgrounds.

Employers are still under legal obligations to ensure the decisions they make in response to COVID-19 do not directly or indirectly discriminate. Employers should not make biased assumptions and use those to disadvantage workers or block them from the job market.

2. Comply: The laws that keep us safe must be obeyed

Employers must continue to fulfil their legal duties under new and existing health and safety laws, including maintaining and protecting the health, safety, and well-being of employees, customers, and visitors.

Where employers cannot provide a safe working environment during the current emergency, they must determine what steps are needed to create one. Employees also have a legal responsibility to their employer and each other to follow instructions concerning safe working practices.

In Wales – as outlined above – the Coronavirus Regulations require all persons responsible for carrying on a business or responsible for work being carried out at a premises to take all reasonable measures to ensure that a distance of 2m is maintained between any persons (except between two members of the same household, or a carer and the person assisted by the carer). You must also have regard to the Statutory Guidance and supplementary guidance on taking all reasonable measures to maintain physical distancing in the workplace.

3. Involve: We all share the responsibility for safe work

Employers are required by law to protect their employees, and others, from harm. Employees also have a duty of care for their own safety and those of others. This is a shared responsibility.

Employers should maintain regular and meaningful communication with their employees and with the recognised trade union or, if there isn't one, a representative chosen by workers (including their health and safety committee, if this exists). This should identify and deal with risks before anyone re-starts work, or to manage risks in the workplace on an ongoing basis. Staff should be involved with implementing control measures and reporting risks to protect workers and visitors.

### 4. Adapt: We will all need to change how we work

The main aims are to take all reasonable measures to ensure that 2m distance is kept between all people in the workplace, and to implement robust hygiene measures.

Consultation and communication between employers and employees will help to identify the essential hygiene protocols, equipment and measures that are needed to keep the workplace safe from COVID-19 and limit its transmission. There is a growing body of industry specific guidance and examples of good practice available to draw upon.

5. Communicate: We must all understand what to do

It is essential that there is clear, precise and constant communication between employers, employees, and visitors to the workplace, about the reasonable and proportionate actions taken regarding workplace safety. It is important that everyone gets the same message and same instruction. Employers should ensure that communications are accessible for all staff.

The aim is to give clear communications and assurance of the management of COVID-19 risk.
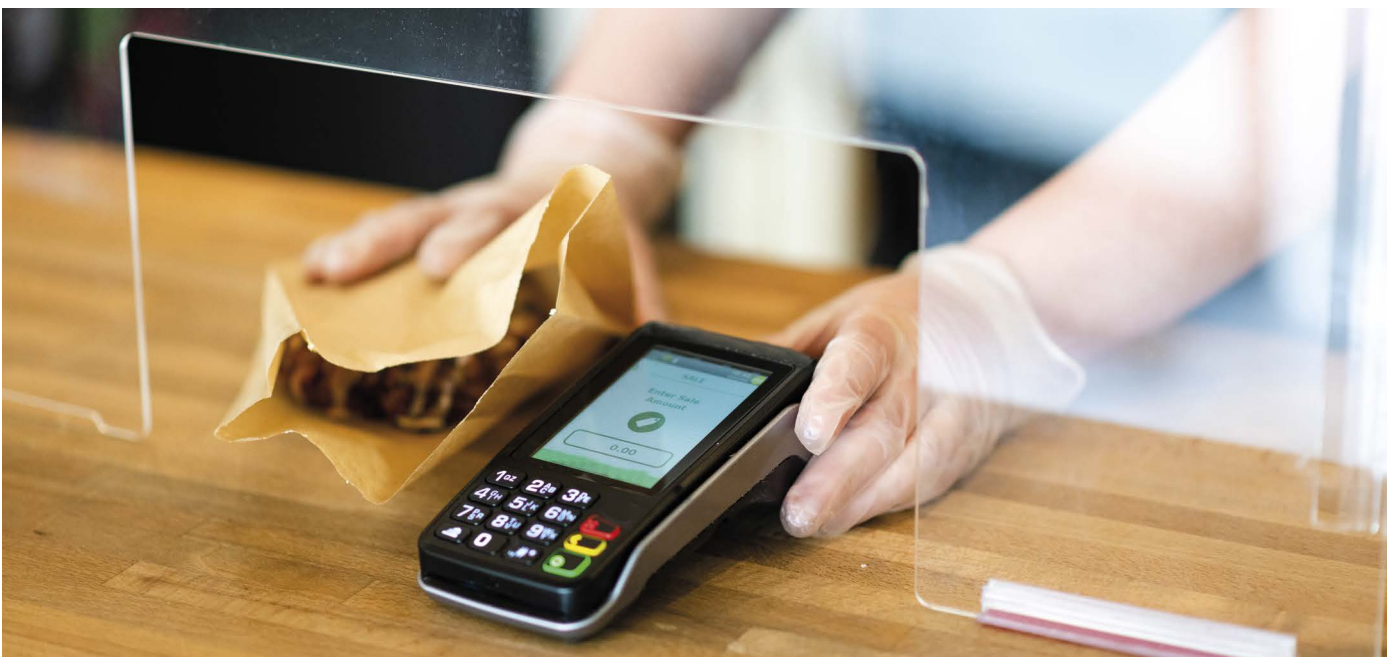
3. Thinking about risk

Objective: That all employers carry out a COVID-19 risk assessment.

Everyone needs to assess and manage the risks of COVID-19. As an employer, you also have a legal responsibility to protect workers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.

You must make sure that the risk assessment for your business addresses the risks of COVID-19, using this guidance to inform your decisions and control measures. A risk assessment is not about creating huge amounts of paperwork, but rather about identifying sensible measures to control the risks in your workplace. If you have fewer than five workers, or are self-employed, you don't have to write anything down as part of your risk assessment. Your risk assessment will help you decide whether you have done everything you need to. There are interactive tools available to support you from the Health and Safety Executive (HSE) at [Managing risks and risk assessments at work](#).

Employers have a duty to consult their people on health and safety. You can do this by listening and talking to them about the work and how you will manage risks from COVID-19. The people who do the work are often the best people to understand the risks in the workplace and will have a view on how to work safely. Involving them in making decisions shows that you take their health and safety seriously. You must consult with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by workers. As

an employer, you cannot decide who the representative will be.

At its most effective, full involvement of your workers creates a culture where relationships between employers and workers are based on collaboration, trust and joint problem solving. As is normal practice, workers should be involved in assessing workplace risks and the development and review of workplace health and safety policies in partnership with the employer.

Employers and workers should always come together to resolve issues. If concerns still cannot be resolved, see below for further steps you can take.

If an individual is concerned about the safety measures in your workplace or in a workplace they visit, then they can report this to the Public Protection services of the relevant local authority (which include environmental health and health and safety).

Where the enforcing authority, such as your local authority, identifies employers who are not taking action to comply with the relevant public health legislation and guidance to control public health risks, they will consider taking a range of actions to improve control of workplace risks. For example, this would cover employers not taking appropriate action to physically distance, where possible.

3.1 Managing risk
Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures.

Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected.

You must assess all risks, with meaningful discussion with staff and/or their recognised trade union, before re-commencing work. Risk assessments should include those working from home. If you are required by law to have a written risk assessment (where there are five or more employees) then significant findings must be written down and control measures put in place. Risk assessments are a legal requirement for pregnant women, no matter the size of the business and further guidance is available for employers of pregnant women.

In the context of COVID-19 this means working through these steps in order:

- Where it is reasonably practicable for a person to work from home then they should not be leaving home for their work. The most effective way of ensuring physical distancing it is to enable some or all staff to work from home, some or all of the time. As "reasonable measures" there is an expectation that employers should be as flexible as possible and make adjustments wherever that is possible. This may include issuing staff with laptops or mobile phones and facilitating communication from wherever members of staff may be.
- Where working from home is not reasonably practicable, workplaces should take all reasonable measures to maintain a physical distance of 2m between those in the workplace. This is a legal requirement on workplaces in Wales through the Coronavirus Regulations. Failing to comply with the physical distancing duty in Wales without

reasonable excuse is an offence, which on conviction may lead to a fine.

- In every workplace, increasing the frequency of handwashing and surface cleaning and hand contact surfaces in particular.
- Where it is not possible to take reasonable measures and where closer working is required, it is important that other measures are considered, for example:
  - Minimising the level of interaction.
  - Using physical barriers.
  - Improving hygiene, environmental cleanliness and reminders about the importance of hygiene.
  - Washing hands well for 20 seconds with soap and drying thoroughly, or using alcohol based hand sanitisers, before and after close contact.
  - Use hand wipes to clean computers and surfaces.
  - Ensuring those with symptoms are not present on the premises.
- Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.
- In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

The recommendations in the rest of this document are ones you should consider as you go through this process.

If you have not already done so, you should carry out an assessment of the risks posed by COVID-19 in your workplace as soon as

possible. If you are currently operating, you are likely to have gone through a lot of this thinking already. We recommend that you use this document to identify any further improvements you should make. You must review the measures you have put in place to make sure they are working. You should also review them if they may no longer be effective or if there are changes in the workplace that could lead to new risks.

3.2 Sharing the results of your risk assessment

We would encourage all businesses to demonstrate to their workers and customers that they have properly assessed their risk and taken appropriate measures to mitigate this. You should share your mitigating actions with your workforce. If possible, you should publish this information on your website particularly where you are an employer with over 50 workers. Below you will find a notice that you may wish to display in your workplace to show that you have followed this guidance.

Staying COVID-19 Secure in 2020

We confirm we have complied with the Welsh Government's guidance to managing the risk of COVID-19

FIVE KEY STEPS TO KEEPING SAFE AT WORK

✔ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here

✔ We have taken practical measures to protect your workplace by implementing **cleaning, handwashing and hygiene procedures**

✔ We are ensuring that where it is reasonably practicable **people work from home**

✔ We have taken all reasonable measures to ensure that **a 2m distance is maintained** in the workplace

✔ We will actively implement the **Test, Trace, Protect** programme in the workplace

Employer _____ Date _____

Who to contact: _____Your Health and Safety Representative_____
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

4. Who should go to work

Objective: Ensuring that where it is reasonably practicable people work from home.

Steps that will usually be needed:

Staff must work from home if it is reasonably practicable for them to do so. Consider who is needed to be on-site; for example:

- Workers in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely.
- Workers in critical roles which might be performed remotely, but who are unable to work remotely due to home circumstances or the unavailability of safe enabling equipment
- Planning for the minimum number of people needed on site to operate safely and effectively.
- Monitoring the well-being of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.
- Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.
- Providing equipment for people to work at home safely and effectively, for example, remote access to work systems.

4.1 Protecting people who are at higher risk

Objective: To protect extremely vulnerable and vulnerable individuals.

- Extremely vulnerable individuals have been strongly advised not to work outside the home.

- Vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre-existing conditions), have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.
- If vulnerable (but not extremely vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 2m away from others. If they have to spend time within 2m of others, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with extremely vulnerable individuals.

Steps that will usually be needed:

- Providing support for workers around mental health and well-being. This could include advice or telephone support.
- See current social distancing guidance for advice on who is in the extremely vulnerable and vulnerable groups.
- See current guidance for shielded individuals that need particular consideration.

4.2 People who need to self-isolate

Objective: To make sure individuals who are advised to stay at home under existing social distancing guidance do not physically come to work. This includes individuals who have symptoms of COVID-19, those who live in a household with someone who

has symptoms and those who are advised to self-isolate as part of our Test, Trace, Protect programme.

Steps that will usually be needed:

- Enabling workers to work from home while self-isolating if appropriate.
- See current guidance for employees and employers relating to statutory sick pay due to COVID-19.
- See current self-isolation guidance for people who have symptoms and those who live with others who have symptoms.

4.3 Equality in the workplace

Objective: To treat everyone in your workplace equally.

- In applying this guidance, employers should be mindful of the particular needs of different groups of workers or individuals.
- It is breaking the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex, disability, race or ethnicity.
- Employers also have particular responsibilities towards disabled workers and those who are new or expectant mothers.

Steps that will usually be needed:

- Understanding and taking into account the particular circumstances of those with different protected characteristics.
- Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.

- Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.
- Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.
- Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.

5. Managing the workplace – ensuring your colleagues are protected

It is an unavoidable fact that products will be handled, by store staff when placing them on the shelf, by customers when browsing and inspecting. Together with Usdaw, the Welsh Retail consortium and the British Retail consortium have worked with members to provide guidance to customers and stores to minimise the exposure to COVID-19.

Consider what steps will be taken by managers and staff where customers are not following social distancing measures.

- Ensure all staff are aware of the social distancing measures that are in place and trained on how they should support these measures being observed. Remind staff that social distancing applies in all areas of the store, including non-customer facing areas.
- Ensure all staff are aware of changes to cleaning regimes and are clear about what is expected of them.
- Regular and visible written or verbal communication of the government messages.
- Frequent reminders using the following:
  - Additional signage to ask staff not to turn up for work if they have symptoms.
  - Written communication.
  - Posters and signage.
  - Daily reminders to all staff via noticeboard and/or intranet.
  - Facilitate regular handwashing breaks for all staff.
  - Stagger staff shift start, end and break times to avoid crowding.
  - Arrange shifts to maintain same staff working together, where possible.

- Offer staff alternative tasks if concerns are raised.
- Remind staff not to share items for example, pens when signing in or out.
- Consider how staff security checks can be managed while maintaining social distancing.

5.1 Limiting spread of COVID-19 in the workplace

General Considerations

- Work with neighbouring businesses and local authorities to consider how to spread the number of people arriving throughout the day for example by staggering opening hours; this will help reduce demand on public transport at key times and avoid overcrowding.
- All reasonable measures are to be taken to ensure that a distance of 2m is maintained.
- Regular and visible written/verbal communication of the government messages.
- Daily reminders about hand washing and correct coughing etiquette using the following:
  - Additional signage.
  - Written communication.
  - Posters and signage.
  - Daily reminders to all staff via noticeboards and/or intranets.
- Provision of hand sanitiser in high traffic/customer interaction areas such as:
  - Till points.
  - Changing rooms, if open.
  - Staff rooms.
  - Backdoor for staff and delivery drivers.
- Cleaning regime to be reviewed. High use areas and multi-person contact points, including door handles, keypads and

- toilets, if open, to be cleaned regularly throughout the day and at the end of the day.
- Provide additional pop-up handwashing stations or facilities if possible. Provide soap, water and hand sanitiser, if available.
- Facilitate regular handwashing breaks for all staff.
- Introduce frequent deep cleaning of work areas, with attention to multi contact points. For example, between shifts, staff change overs and/or during breaks.
- Encourage use of disinfectant wipes to clean all equipment before and after each use and ensure there are sufficient waste disposal points for waste generated.
- Stagger staff shift start, end and break times to avoid crowding.
- Arrange shifts to maintain same staff working together, where possible.
- Offer staff alternative tasks if concerns are raised.
- Have available sufficient gloves and/or visors for those colleagues who require them. If you supply re-useable visors ensure colleagues are reminded to clean them regularly during use, and before and after each use.
- Remind staff not to share items for example, pens when signing in or out.
- Consider how staff security checks can be managed while maintaining social distancing.

5.2 Area: outside store (customers, deliveries and public areas)

In most cases a person responsible for carrying on a business must take all reasonable measures to ensure that a distance of 2m is maintained between persons waiting to enter the business premises (except between two members of the same household, or a carer and the person assisted by the carer). Managing people flows around high streets, town centres and shopping centres sits with the Local Authority or Landlord covering the area. It is expected that individual retailers will be responsible for managing their own customers and the related queuing that may exist outside their store. This will require a local approach of collaboration with neighbouring retailers. Public spaces and high streets are different and have varying space available. In the event of a dispute between business owners over a contested outside space, we suggest the business owner discusses the issue with their local authority or landlord to help resolve any dispute.

Control Measures – Physical Distancing

- Limit number of entry and exit points into and out of store. Consider having separate entrance and exit points if possible.
- Limit the number of customers in the store at any time. Assess the size of the store and its layout, this will enable you to calculate the number of customers who can reasonably follow 2m social distancing.
- Use a colleague to meet customers, explain the social distancing requirements and control the number of customers entering store at any one time. In some circumstances, that colleague may need to be SIA licensed.
- Consider whether temporary barriers should be available in case it is necessary to stop people joining a queue.

- Place clear signage outside the store explaining the social distancing measures in place that customers should follow and remind people that anyone experiencing symptoms of COVID-19 should be following government guidance.

- Place markings outside the store to assist correct queue spacings.

- Speak to nearby premises to work together to manage possible shared queuing areas.

- Encourage customers to shop alone wherever possible. Please bear in mind that this is not always possible.

- Businesses should speak with relevant partners such as local authorities, landowners, shopping centre managers and BIDs (where they exist) to determine the best way to avoid congestion for queues outside stores.

- Consider whether additional security staff may be required to support staff.

- Schedule deliveries to avoid crowding in delivery areas. Consider non-contact stock deliveries.

Control Measures – Hygiene and Cleaning

- Provision of cleaning stations at front of store including:
  - Hand sanitiser, if available and
  - Disinfectant wipes or spray and tissue for trolley/basket handles.
- Identify and regularly clean key touch points e.g. door handles, lift buttons, keypads, stair/escalator hand rails.

5.3 Area: shop floor and till areas

Control Measures – Physical Distancing

- Use floor markings inside to facilitate compliance with the social distancing advice of 2m, particularly in the most crowded areas and where queueing is likely.

- Place clear signage throughout the store reminding customers of the social distancing measures and asking them to follow these rules.

- Review the layout of the store to ensure aisles/walkways are as clear as possible to accommodate 2m social distancing, including the removal of promotional fixtures if necessary.

- Consider one-way systems using floor markings and signage to highlight system and direction.

- Make regular announcements to remind staff and customers to follow social distancing advice.

- Erect physical barriers at till points using flexiplastic to provide a barrier for those working on the tills.

- If necessary, use staff to manage the flow of customers to checkouts.

- Where till points are close together, consider closing every other till point. Assess whether this is also necessary for self-scan tills.

- Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.

- Customer order collection points should be set up to ensure the 2m separation either by floor markings or by limiting the number of customers that can wait at a time.

- Consider limiting the number of customers in enclosed spaces such as lifts.

- Remove promotions and features where customers are likely to congregate, such as product demonstrations.

- To limit congestion, consider restocking/replenishing only outside of store opening hours. If replenishment must be done in opening hours, assess how this can be done without compromising employee or customer safety.
- Encourage cashless purchases.

Control Measures – Hygiene and Cleaning

- Physical barriers at till points should be included in store cleaning programmes.
- Self-checkout touch screens/keypads – If these remain in operation a member of staff must be available to regularly wipe these areas. Ideally between each use.
- Facilitate handwashing breaks.
- Till points should be cleaned between staff using usual cleaning products.

5.4 Area: Handling goods, merchandise and other materials

Control Measures – Hygiene and Cleaning

- Encouraging increased handwashing and introducing more handwashing facilities for workers and customers or providing hand sanitiser where this is not practical.
- Limiting customer handling of merchandise, for example, through different display methods, new signage or rotation, or cleaning of high touch stock with your usual cleaning products.
- Putting in place picking-up and dropping-off collection points where possible, rather than passing goods hand-to-hand.
- Staggering collection times for customers collecting items, with a queuing system in place to ensure a safe distance of 2m.
- Setting up return procedures where customers take return goods to a designated area.

- Encouraging contactless refunds, where possible.
- Storing items that have been returned, donated or brought in for repair in a container or separate room for 48 hours, or cleaning such items with usual cleaning products, before displaying them on the shop floor. Materials used for cleaning can be disposed of normally.
- Providing guidance to how workers can safely assist customers with handling large item purchases.
- Considering placing protective coverings on large items that may require customer testing or use, for example, furniture, beds or seats. Ensuring frequent cleaning of these coverings between uses, using usual cleaning products.
- Cleaning touchpoints after each customer use or handover. For some examples, such as rental equipment, and test drive and rental vehicles, interior and exterior touchpoints should be considered.

5.5 Area: changing rooms, customer seating and special assistance

Control Measures – Physical Distancing

- Consider keeping changing rooms closed. If this is not possible, you must have a colleague in place at all times to ensure social distancing is maintained.
- Where customers require specialist advice/assistance in store, ensure colleagues giving the advice have a clearly designated position, ideally with a secure barrier as provided at till points.
- Remove or limit customer seating in store. If seating is provided, space out appropriately.

- If you provide in store products for customers to trial prior to purchase e.g. TV's, headphones, computers these must be set up to enable social distancing rules to be followed:
  - Consider whether it is better for staff to demonstrate instead of customers touching the item or
- Stop services which require direct physical interaction with customers such as make-up application or nail bars.
- Specialised make-up and skincare advice can be provided if following strict hygiene and social distancing protocols.
- If stores choose not to assist customers with large purchases e.g. 60" TV to their car, it is advisable to highlight this prior to purchase. If stores are providing this service they should provide suitable protection and advice for this to be conducted safely.
- Specialised fitting and measuring services can be provided if following strict hygiene and social distancing protocols.

Control Measures – Hygiene and Cleaning

- If changing rooms are open then ensure touch points, including curtains, are included in the regular cleaning regime.
- If you provide in store products for customers to trial prior to purchase e.g. TV's, headphones, computers these must be set up to enable social distancing rules to be followed:
  - Provide hand sanitiser in these areas.
- Specialised make-up and skincare advice can be provided if following strict hygiene and social distancing protocols.

5.6 Area: cafes and toilets

Control Measures – Physical Distancing

- Consider whether it is safe to keep customer toilets open or if these should be available on request only.
- Cafes and restaurants are closed until further notice unless offering hot or cold food to be consumed off the premises. Seating areas should be securely closed off to ensure customers do not use them.

Control Measures – Hygiene and Cleaning

- Consider whether it is safe to keep customer toilets open or if these should be available on request. If open, regular cleaning should include manual multi-person touch points such as door handles, flushes, taps. etc.
- Baby changing facilities should be available but increase the frequency of cleaning.

5.7 Area: staff canteen and rest areas

Workplace canteens may remain open where both (1) there is no practical alternative for staff at that workplace to obtain food; and (2) all reasonable measures are taken to ensure that a distance of 2m is maintained between any person using the canteen. Where possible, staff should be encouraged to bring their own food.

Control Measures – Physical Distancing

- Staff can continue to use rest areas if they apply the same social distancing measures.
- Staff who go outside the store for a break should maintain physical distancing from any colleagues or public while doing so.

- Notices promoting hand hygiene and social distancing should be placed visibly in these areas.
- All reasonable measures should be taken to ensure that a distance of 2m is maintained.
- Introduce a staggered or extended break rota to avoid crowding.
- Space out chairs and tables. For example, by removal or marking as "do not use".
- Remove sofas from break areas. Consider providing a takeaway service to avoid crowding in the canteen.
- Permit food consumption or breaks to be taken outside of usual areas.
- Restrict number of people using designated smoking areas at one time. Also consider increasing the number of designated areas or asking staff to smoke off-site.

Control Measures – Hygiene and Cleaning

- Notices promoting hand hygiene and social distancing should be placed visibly in these areas.
- Staff should be reminded to wash their hands regularly using soap and water for 20 seconds before and after eating.
- Provision of hand sanitiser at entry/exit points.
- Canteen staff should wash their hands often with soap and water for at least 20 seconds and before and after handling food.
- If possible, increase the number of hand washing stations available.
- Cutlery trays should be avoided. Cutlery and condiments can be issued to the person when they purchase any food.

- Frequently clean and disinfect surfaces that are touched regularly, using your standard cleaning products.

5.8 Area: delivery networks

It is important to protect the health of your employers, contractors and customers when undertaking deliveries or off-site services.

Detailed guidance has been produced for working in and out of vehicles and working in other people's homes. These are available on the Keep Wales Safe – at Work section of the Business Wales website.

Control Measures – Physical Distancing

- Restrict all non-essential visitors to sites/hubs/warehouses.
- Offer non-contact deliveries, where the nature of the product allows.
- Where delivery staff must enter customer homes e.g. delivery of large items, contact the customer on the day of the delivery to ensure that they are not self-isolating or experiencing symptoms. If they are, cancel and reschedule the delivery.
- When entering customer homes drivers should ask customers to maintain a 2m distance.
- Customer order collection points should be set up to ensure the 2m separation either by floor markings or by limiting the number of customers that can enter at a time.

Control Measures – Hygiene and Cleaning

- Hands should be washed with soap and water on arrival and departure. Hand sanitiser should be supplied in case it is not possible to wash hands.

- Sanitiser and wipes should be provided in all delivery vehicles and at entry/exit points to sites.
- Ensure vehicle cabs are cleaned regularly especially between shifts and at the end of day.

5.9 Regular review and compliance checking

It is important that any of the measures put in place are regularly checked to ensure customer and colleagues' understanding and compliance.

With regards to customer compliance, retailers should review their in-store and out-of-store security measures and requirements on a regular basis. Public facing retail staff could be faced with difficult situations when trying to manage social distancing measures and other requirements (e.g. non-compliance).

Staff should be supported when trying to implement control measures and it is important that it is made clear to customers to treat staff with respect. This can be done through increased signage and the appropriate action where necessary. Retailers and government have a duty to protect shop workers, and there must be a zero tolerance approach to verbal and physical abuse from customers, with clear measures in place to protect staff and deal with abusive customers.

6. Accidents, security and other incidents

Objective: To prioritise safety during incidents.

- In an emergency, for example, an accident, provision of first aid, fire or break-in, people do not have to stay 2m apart if it would be unsafe.

- People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands to.

Steps that will usually be needed:

- Reviewing your incident and emergency procedures to ensure they reflect the physical distancing principles as far as possible.

- Considering the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations.

7. Personal Protective Equipment (PPE) and face coverings

PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks.

Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.

At the start of this document we described the steps you need to take to manage COVID-19 risk in the workplace. This includes working from home and taking all reasonable measures to maintain 2m physical distancing on your premises. When managing the risk of COVID-19, additional PPE beyond what you usually wear is not recommended. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through physical distancing, hygiene and fixed teams or partnering, not through the use of PPE.

The exception is clinical settings, like a hospital, or a small handful of other roles for which Public Health Wales advises use of PPE. For example, first responders and immigration enforcement officers. If you are in one of these groups you should refer to the advice at:

https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/information-for-healthcare-workers-in-wales/

Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However,

if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.

More information on PPE in Wales: Coronavirus and personal protective equipment (PPE).

7.1 Face coverings

There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms.

A face covering can be very simple and may be worn in enclosed spaces where physical distancing isn't possible. It just needs to cover your mouth and nose. A face covering is not the same as the surgical masks or respirators used by healthcare and other workers as part of higher specification PPE. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.

It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain

the best ways of managing risk in the workplace and we would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.

Wearing a face covering is optional and is not required by law, including in the workplace. A three-layer face covering is recommended for the public for short-term use where other controls, such as social distancing, are not possible. This could include on public transport. If worn, effective face coverings should have a water repellent outer layer if possible, and are comprised of 3 layers of different fabrics, which are non-stretchy. They should fit well with no air gaps around sides and under chin. They are not a substitute for other preventative measures, such as social distancing. Where 2m social distancing can be maintained in Wales we do not recommend wearing a face covering. We do not recommend that they are compulsory; however, we do support the public's right to choose whether or not to wear them.

Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser, and dry thoroughly before putting a face covering on, and before and after removing it.
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.

- To not hang a face covering from the neck or pull down from the nose.
- Change your face covering if it becomes damp or if you've touched it.
- Continue to wash your hands regularly.
- Change and wash your face covering daily.
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste and help keep Wales tidy.
- Practise physical distancing wherever possible.

You can make face coverings at home and can find guidance on how to do this and use them safely on gov.wales.

8. What to do if you are concerned about workplace safety

If you are concerned about the safety in measures in your workplace or in a workplace you visit you should report it to your line manager in the first instance. Concerns can be reported to the **Public Protection services of your local authority (which include environmental health and health and safety)**. These service areas are responsible for advice and enforcement.

9. Where to find out more

UK Health and Safety Executive (HSE)

The Health and Safety Executive (HSE) has produced a short guide called Working Safely during the Coronavirus Outbreak. The Guide contains information on:

- Assessing risk
- Specific advice for your industry
- Talking with your workers
- Who should go to work?
- Protecting people who are at higher risk
- Getting into and leaving work
- Work area
- Moving around
- Common areas
- Good hygiene
- Information and guidance
- PPE (personal protective equipment)

The Health and Safety Executive has also produced useful advice for employers and their staff about how to work safely from home during the pandemic.

In-Work Support

There are a number of Welsh Government funded programmes ready to help people returning to work and facing urgent issues affecting their well-being and welfare. The In-Work Support Project provides support to employed and self-employed people with mental health conditions. The Project also has a package of support available to SMEs in North Wales delivered by Rhyl City Strategy, and delivered in South West Wales by Swansea Bay University Health Board as Wellbeing through Work.

Healthy Working Wales

The Healthy Working Wales website brings together advice on a wide range of useful topics, including self-isolation, shielding and protecting vulnerable people, medical certification, close working with others, critical workers requiring PPE and testing, and more.

The website also signposts to links through to Public Health Wales (How are you doing?' campaign website) and the Society of Occupational Medicine Returning to the Workplace after the COVID-19 Outbreak Toolkit.

Time to Change Wales

Time to Change Wales helps people who face difficult conversations about mental health and stigma in the workplace, with a strong focus on how to show kindness during COVID-19. In their words: "Now, more than ever, it's important we show kindness to one other. Giving and receiving acts of kindness can help to improve mental well-being by creating positive feelings."

Equality and Human Rights Commission

The Equality and Human Rights Commission (EHRC) has also produced COVID-19 guidance for employers, which assist them when making difficult decisions to take account of their obligations under the Equality Act. More information can be found at Coronavirus (COVID-19) Guidance for Employers.

Together we'll Keep Wales Safe