

# Reopening our retail areas safely

June 2020, version one



HM Government



EUROPEAN UNION  
European Regional Development Fund



**Crawley**  
Borough Council

[crawley.gov.uk/coronavirus](https://www.crawley.gov.uk/coronavirus)

# Introduction

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Following the government's announcement that non-essential retail can reopen on 15 June, Crawley Borough Council and its partners are attempting to make the town centre and neighbourhood parades safe for the return of shoppers and staff.

This document provides you with details about our plans, as well as guidance and considerations for you to think about to ensure you adhere to the government's latest guidance.

Please remember, you are responsible for your own signage and queuing systems within and outside your shops. To control the spread of infection, it is vital for businesses that choose to open to follow strict social distancing and hygiene measures. More information is in this document.

The current guidance will change in the future. Any major changes will be incorporated into an updated version of this document.

If you have any questions or feedback about this document please email [economic.development@crawley.gov.uk](mailto:economic.development@crawley.gov.uk)

If we don't already have your contact details, please send an email to the above address; we'll add you to our mailing list and keep you up-to-date with the latest information.

For more coronavirus information for businesses visit [crawley.gov.uk/coronavirus](https://crawley.gov.uk/coronavirus) and [gov.uk/coronavirus/business-support](https://gov.uk/coronavirus/business-support)

Reopening our retail areas safely in Crawley is a project which is part funded by the European Regional Development Fund. The government has made use of this fund to support the safe reopening of high streets and other commercial areas across the UK.

## Communication

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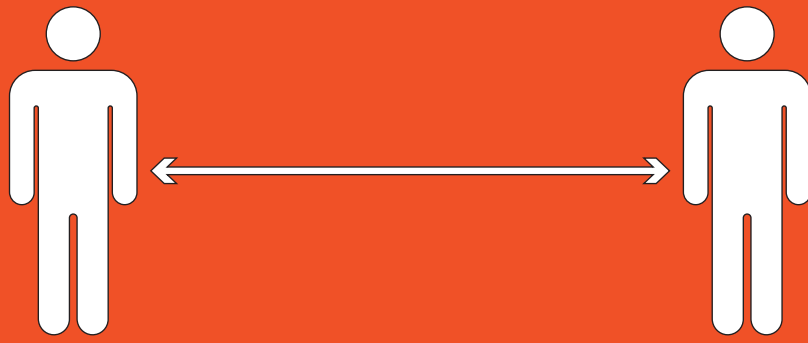
We have developed a communications campaign to support the return of visitors and the next few pages give a flavour of what you can expect to see around the town centre and neighbourhood parades.

The messages – which will appear on signage, floor stickers, the Queens Square digital screen, lamppost banners, social media and more – are designed to provide guidance and reassurance to visitors and workers as they return to our retail areas. For example, where space is limited we are asking to people to travel in a one way direction only; in other areas to travel along different sides of pedestrianised streets to maintain social distance.

We will be reminding visitors to:

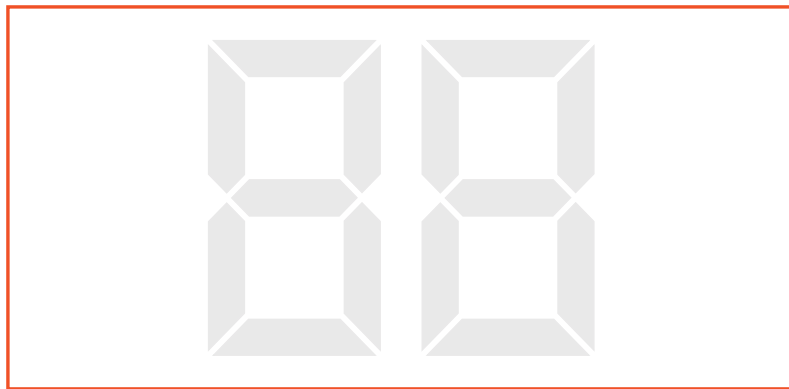
- Follow social distancing guidelines
- Pay by contactless where possible
- Follow directional signage
- Wear face coverings when social distancing isn't possible
- Be considerate and give way where paths are narrow.

We have also included three posters for you to print and display in your windows. One is for you to clearly show the maximum number of people allowed in your premises (page 4), one to show the maximum number of people in your queue (page 5) and the other is the Covid-secure poster from the government (page 6).



**Please maintain  
social distancing**

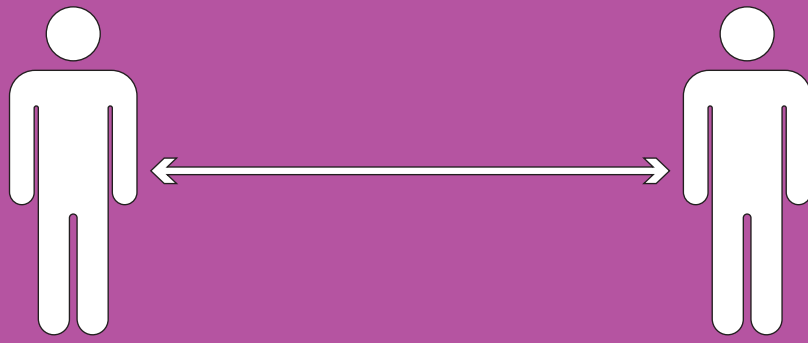
**MAXIMUM**



**VISITORS IN STORE  
AT ANY TIME**

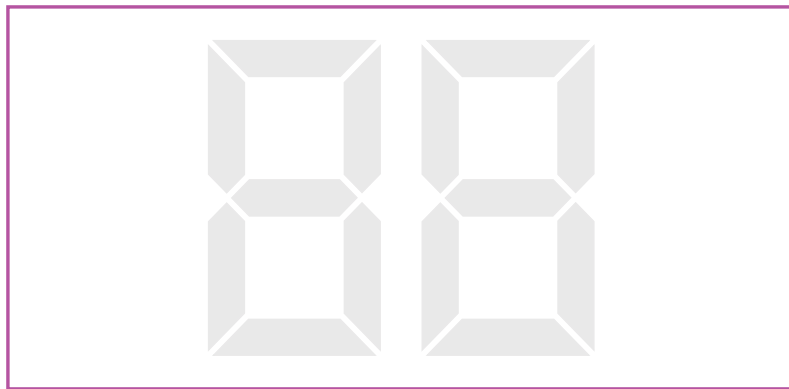


Please print and display in your shop window



Please maintain  
social distancing

**MAXIMUM**



**PEOPLE IN THE  
QUEUE AT ANY TIME**



Please print and display in your shop window

# Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

## ● FIVE STEPS TO SAFER WORKING TOGETHER ●

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a two metre distance** in the workplace
- ✓ Where people cannot be two metres apart, we have done everything practical to **manage transmission risk**

Employer: \_\_\_\_\_

Date: \_\_\_\_\_

Who to contact: \_\_\_\_\_

(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or **0300 003 1647**)

Please print and display in your shop window

## Welcome signage

These welcome signs have been produced in different colours to match the place branding in different areas of the town centre.

**Welcome to Crawley town centre.**  
Please help us in keeping everyone safe and observe these guidelines.

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 Follow **social distancing**

---

 Pay by **contactless**

---

 Follow **one way signs**

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 **Sanitise your hands**

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 **Be considerate to other people**  
and allow them to pass where  
footpaths are narrow

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 **Wear face coverings** when  
social distancing isn't possible

Thank you for shopping locally and supporting Crawley's businesses.  
[crawley.gov.uk](http://crawley.gov.uk)

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## Digital screen messages

These messages match those on the welcome signage and will be played on a loop on the Queens Square digital screen.

Welcome to Crawley town centre.  
Please help us in keeping everyone safe and observe these guidelines.




**Follow social distancing**

Thank you for shopping locally and supporting Crawley's businesses.




Welcome to Crawley town centre.  
Please help us in keeping everyone safe and observe these guidelines.




**Pay by contactless**

Thank you for shopping locally and supporting Crawley's businesses.




Welcome to Crawley town centre.  
Please help us in keeping everyone safe and observe these guidelines.




**Follow one way signs**

Thank you for shopping locally and supporting Crawley's businesses.




Welcome to Crawley town centre.  
Please help us in keeping everyone safe and observe these guidelines.



**Sanitise your hands**

Thank you for shopping locally and supporting Crawley's businesses.



Welcome to Crawley town centre.  
Please help us in keeping everyone safe and observe these guidelines.




**Be considerate to other people and allow them to pass where footpaths are narrow**

Thank you for shopping locally and supporting Crawley's businesses.




Welcome to Crawley town centre.  
Please help us in keeping everyone safe and observe these guidelines.



**Wear face coverings when social distancing isn't possible**

Thank you for shopping locally and supporting Crawley's businesses.





## Lamppost signage

Welcome to Crawley town centre.  
Please help us in keeping everyone safe and observe these guidelines.

Follow social distancing

Sanitise your hands

Pay by contactless

Be considerate to others and allow people to pass where footpaths are narrow

Follow one way signs

Wear face coverings when social distancing isn't possible

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Welcome to Crawley town centre.  
Please help us in keeping everyone safe and observe these guidelines.

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Sanitise your hands

Pay by contactless

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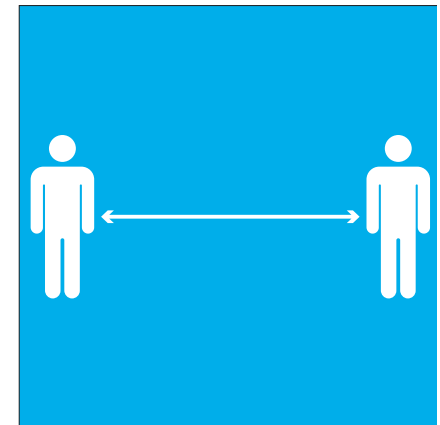
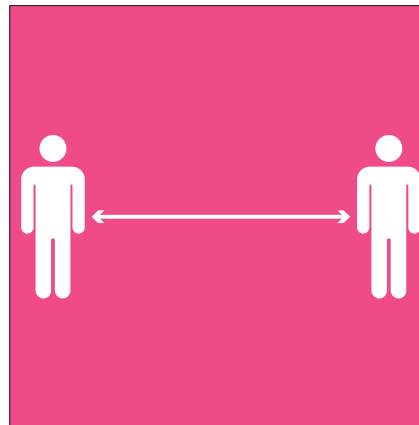
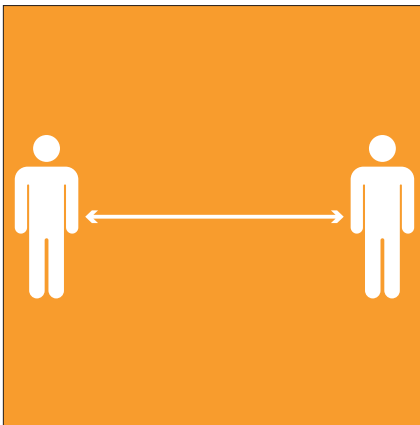
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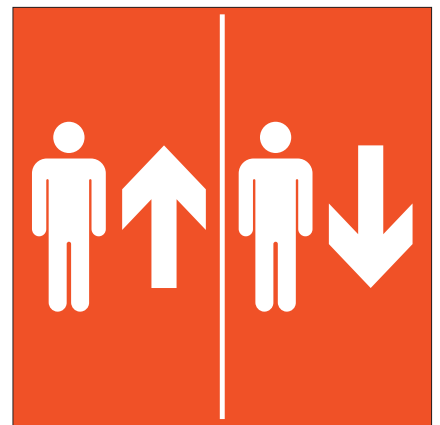
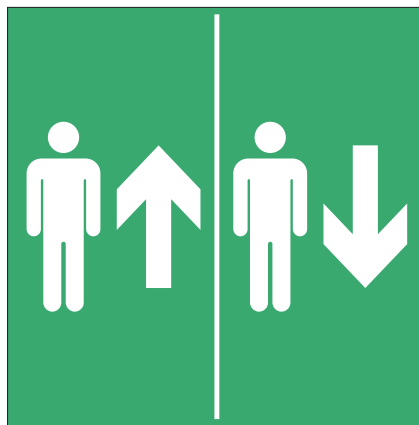
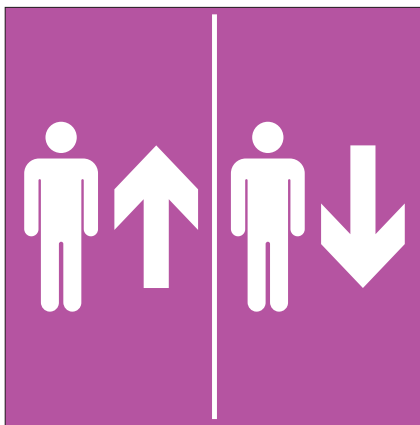
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## Maintain social distancing lamppost signage



## Two way lamppost signage



## Give way lamppost signage



# Welcome to Crawley town centre.

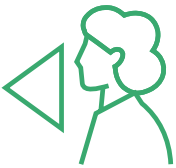
Please help us in keeping everyone safe and observe these guidelines.



Follow **social distancing**



Pay by **contactless**



Follow **one way signs**



**Sanitise your hands**



**Be considerate to other people** and allow them to pass where footpaths are narrow



**Wear face coverings** when social distancing isn't possible

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# Business support

A checklist for reopening.

## Retail

- Risk assessment
- Physical distancing
- Signage/communication
- Store layout
- Entry and exit points
- Number of customers inside store
- Customer movement inside store
- Queue management
- PPE provided for staff
- Plastic screens on counters
- Payment methods
- Opening hours
- Stock handling.

## Office

- Risk assessment
- Physical distancing
- Signage/communication
- Split staff rota
- Staggered arrival times
- Staggered lunches
- Office layout
- PPE provided or available
- Enhanced cleaning
- Travel
- Meetings
- Who is permitted entry into building?
- Sharing equipment.

## Café/restaurant

- Risk assessment
- Physical distancing
- Signage/communication
- Provision of outside dining
- Reduced table number/number of customers
- Queue management
- PPE provided for staff
- Plastic screens on counters
- Enhanced cleaning
- Payment methods
- Use and management of toilets.

More detailed information is on the following pages.

For more information about business support visit [crawley.gov.uk/business](https://www.crawley.gov.uk/business)

# Business support

## Guidance and advice

### Key points

### Advice/guidance

#### Risk assessment

A coronavirus risk assessment is a legal requirement. This link provides more information for the HSE guidance on workplace risk assessments:

<https://www.hseni.gov.uk/publications/example-covid-19-riskassessment-template>

#### Staff wellbeing

Staff should be trained and aware of new regulations and guidance that your business puts in place. These may include:

- Personal hygiene guidance and assurance on what personal protection equipment (PPE) will be provided for staff
- New rules around the cleaning of surfaces, products, and payment methods
- Recommendations of the safest ways to travel to and from work e.g. taxi allowances, guides to safe walking/cycling routes or flexible hours to avoid limited capacity on public transport
- Recommendations for staff wellbeing during working hours and break times, such as promoting open spaces and parks near your business
- Video comms is a simple way of communicating this to your team.

#### PPE

If your staff are customer-facing, personal protective equipment (PPE) should be made available.

Consider what the correct PPE is. The government provides information on this link:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

Examples of PPE:

- Disposable face masks provided
- Gloves
- Hand sanitiser
- Screens between desks/tables and at till points.

# Business support

## Guidance and advice

### Key points

### Advice/guidance

#### Enhanced cleaning

Enhanced cleaning regimes might include:

- More frequent cleaning
- Periodic deep-cleaning, where appropriate e.g. between team shift changes etc.
- Communicate cleaning processes to reassure staff and customers
- Cleaning between each customer e.g. chairs, tables, condiments etc.
- Enhanced and more frequent cleaning of doors/handles/toilets
- Provision of disposable hand towels rather than hand dryers
- Messaging to promote good hygiene e.g. frequent handwashing.

#### Layout

Consider the layout of your premises. Think about:

- One way routes
- How entry and exits points can be different
- Maximum number of persons permitted in the premises at any one time
- Room sizes and how social distancing guidelines can be adhered to
- Rotation of staff who are in the office at any one time e.g. splitting staff into teams, creating a rota with no overlap etc.
- Where an isolation area can be made available
- Whether any areas should be closed e.g. kitchens, canteens etc.
- Limiting meetings and, where possible, using other means of engagement
- Outside dining and working provision for staff as well as minimising risk of people dining together inside.

# Business support

## Guidance and advice

### Key points

### Advice/guidance

#### Signage

Messages need to be clear, consistent and available for staff and customers. Signage should include:

- Social distancing
- Hand washing (for 20 seconds with soap and water, or hand sanitiser)
- Limits to the number of customers inside store at any one time
- Contactless payment methods wherever possible.

#### Social distancing

This could include:

- Floor markers to indicate safe distance
- Notices to be clear and in obvious places e.g. at entrance points, queuing areas, till points etc.
- Appropriate changes to floor layouts to facilitate safe distancing
- Desk positions, size of rooms, screens, hallways etc. will need to be considered
- Limiting the number of staff by splitting shifts, staggering arrival/departure/lunch breaks etc.
- Use of outdoor spaces should take into account the layout of the areas, positioning of tables and chairs, sneeze screens between tables
- Remove all unnecessary obstacles.

#### Opening hours

Changes to your 'normal' hours should be considered. Any changes need to be communicated to staff and customers.

# Business support

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## Guidance and advice

### Key points

### Advice/guidance

#### Queue management

- At times queues will form. You must ensure that they are managed responsibly with social distancing maintained. Numbers of people in the queue at any one time must be restricted. Areas for queueing should be clearly marked. Consider an appointment system at busy periods. Work with neighbouring premises to plan your queue
- Look after people in your queue, especially in hot or wet weather. Let them know likely waiting times.

#### Payment methods

Promote contactless methods of payment and think about removing cash as a payment option.

Changes to payment methods should be communicated to customers and staff. Clear signage will help with this.



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