

Covid safety measures for businesses

Counters/ serving areas

Table service is recommended where-ever possible. Where counters are used there should be a distance of 1 metre plus between staff and customers and as many other protecting factors as possible, including:

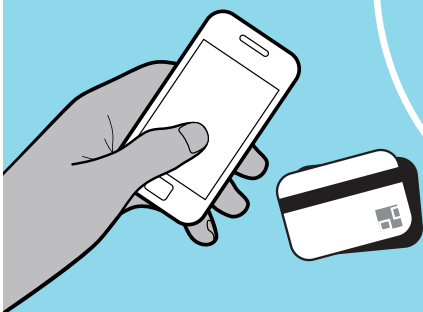


- Screens
- Foot markers, to show customers and staff where to stand each side of the counter
- Limiting the amount of time staff face customers at the counter
- Enhanced cleaning and disinfection, particularly around areas that are frequently touched
- Good ventilation (natural or mechanical on both sides)
- Face visors or face coverings for staff to wear

Taking cash and how to handle it

Customers should be encouraged to pay with a card or via an app, but if this is not possible staff should:

- Ask customers to place money into a washable container so it can be counted easily
- Disinfect the money (boiled water can be used) or quarantine it for 3 days
- If change is required, place the change into a separate, clean dish for the customer to take. Disinfect the dish twice daily



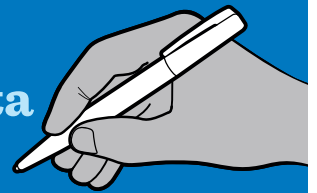
Where to place hand gels

Hand gels should be placed around the premises to assist people with hand hygiene and in particular:



- At the entrance/exit of a building
- As people move from room to room e.g. outside toilet doors, lifts etc
- Near to regularly touched surfaces e.g. in communal areas such as at the end of stairways where hand rails may have been used, reception counters etc

How to gather data from customers



Help the NHS 'Test and Trace' system by keeping a temporary record of customer details for 21 days in line with GDPR Regulations. You can do this by:

- Taking the name, phone number and date and times of dining from one person per household/ bubble as a minimum
- Adding the name of the person who served the table to the record
- Making sure you store the details safely so no one else can see them
- Destroying the contact details after 21 days

Do not use the contact details for any other purpose.