

# GETTING READY FOR BUSINESS –

## A USEFUL RESOURCE GUIDE

COVID-19 has changed the world beyond recognition, lockdown had a devastating effect on many businesses, but as measures are introduced across Scotland for a return to the workplace the challenges this brings cannot be underestimated.

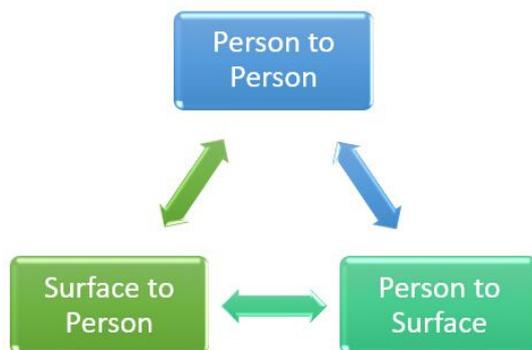
This guide has been created to help businesses through that process. Realistically it is impossible for us to cover every scenario, each sector is facing their own set of challenges with the restrictions being different across sectoral boundaries.

Within sectors there is no set “format” or “plan” that can be implemented because the physical size, the number of staff employed, and the access arrangements varies from business to business.

This resource has been designed to provide as much practical help and advice as possible, this includes checklists and templates which businesses can use to help you prepare.

## KEY THINGS TO BEAR IN MIND

The infection spreads by people and places - Person to Person, Person to Surface, Surface to Person



3 elements to consider - Physical distancing, Surfaces, Point of interaction – customers/staff

Communication is key for a smooth process in order to keep employees, customers and your supply chain up to date with your new policies and practices.

This will help you to -

- Provide reassurance
- Meet expectations
- Minimise anxiety
- Make a simple transition



## GETTING STARTED

[Download the Scottish Gov's Route Map Here](#)

Step 1 – Are you legally allowed to open your business – check Scottish Government to confirm

Step 2 – If you are, use the Risk Assessment Template and Social Distancing Review to help you complete a return to business Action plan. Templates and plans below)

Step 3 – With your plans in place, market and promote that you are open and highlight any restrictions about movement and customer numbers



## TEMPLATES

Click on the headings below to download the templates

[Risk Assessment Template](#)

[Social Distancing Review](#)

[Action Plan Template](#)

# POINTS TO CONSIDER

## STAFF AND SUPPLIER POLICIES

- Review safety processes and risk assessments in line with national government guidance
- Establish if staff members live with COVID-19 "vulnerable" people
- Create a plan to reflect working from home, return to work, fixed teams on shift patterns, flexible working and potential support to work from home
- Consider:
  - Prioritising working from home
  - Vulnerable staff
- Circulate any new policies, health measures and timescales to staff
- Put new policies on display in staff areas
- Provide time for staff to read the documents, give them the chance to ask questions
- Ask staff to formally confirm they understand any new arrangements
- Order the necessary PPE for staff to allow staff to undertake their work safely
- Consider staff training/information e.g. hand washing, how to deal with customers from a distance or when wearing a mask
- Check if your staff can apply to be tested. <https://www.gov.scot/publications/coronavirus-covid-19-getting-tested/>
- Speak to your suppliers to make sure they understand your new way of working and can meet your new policies regarding movement, distancing and product handling
- Follow Government guidelines if a staff member shows signs of COVID-19 and advise them immediately on how to get tested

## REVIEWING YOUR WORKPLACE

- Cleaning review -
  - Who is carrying out the role
  - Do they have the correct safety equipment
  - How often is it to be done
- Check all "systems" that have been shut off during lockdown to make sure they can start up safely e.g. Heating, ventilation, fire safety, and air conditioning
- Review security measures for your business
- Prepare a simple floor map identifying staff and customer areas – use this to help prepare the Social Distancing plan
- Inspect and review use of shared staff facilities e.g. cooking or refrigeration in line with your Risk Assessment

## CUSTOMER/STAFF INTERACTION POINTS

- Review cleaning plan including potential new areas, hot spots, services, frequency and appropriate products
- Disable touchscreens, consider low-touch or no-touch switches, doors, drawers and other fittings
- Remove high-touch shared tools such as whiteboard markers and remote controls
- Consider restocking with food/beverage single-serving items
- Provide sanitiser and cleansing products
- Implement a clean desk policy
- Identify safe storage areas for personal items

## INTRODUCING SOCIAL DISTANCING

- Identify and control access points for staff, customers and providers, if at all possible, consider one way systems to allow for distancing
- Work with your local authority, managing agency, landlord regarding support managing potential issues with queuing or access
- Display health and safety policies in place across the work space – both staff and customer areas
- Customer toilets – do you keep them open?
- Hand sanitising area – if you have one, who is responsible for monitoring it and restocking items and what does it include
- Provide PPE as required by your risk assessment
- Encourage increasing the frequency of hand washing by staff
- Limit face to face meetings and use alternative technology for example Microsoft Teams, Zoom

## SOCIAL DISTANCING – CONT.

Apply social distancing on:

- Office space or customer floor area
- Consider separation panels, alternate seating spaces if possible
- Communal areas – should they have restricted access or be removed completely
- Reduce maximum capacity allowed and introduce flexible time slot usage
- Customer facing areas – how can you increase the degree of separation
- Display social distancing signage
- Consider protective measures for employees where necessary



## POSTERS AND SIGNAGE

Below you will find a range of posters that can be printed off and used in your business.

A useful free resource for creating posters and promotional items is Canva, we have detailed guidelines available on how to use this programme which can be [downloaded below here](#)

[Social Distancing](#)

[Number of customers allowed in notice](#)

[Handwashing Guidance](#)

[Hand Sanitising Station](#)

## ADDITIONAL INFORMATION

More information can be found on sites including the Scottish Government website and Health and Safety Executive. Below you will find links to articles and guidelines that may be of interest.

Additionally we have inserted Sector based information, this has come from a variety of sources including professional bodies and industry representatives.

### General Advice

[Health Protection Scotland - Core COVID-19 Information & Guidance for General \(Non-Healthcare\) Settings](#)

[Scottish Government Coronavirus \(COVID-19\) Guidance](#)

### Offices

[UK Gov- Working safely during COVID-19 in offices & contact centres](#)

[UK Government Guidelines \(PDF\)](#)

### Retail

[Retail Gazette](#)

[UK Gov Guidance – Working safely during COVID-19: Shops & Branches](#)

### Hospitality

[UK Gov guidance – Working safely during COVID-19 – Restaurants offering takeaway or delivery.](#)

[Scottish Licenced Trade Association](#)

### Hair, Health and Beauty

[Professional Beauty- Coronavirus Support](#)

[Hairdressers Journal- Coronavirus Safety Resource Guides](#)

### Construction

[UK Gov guidance](#)

[Scottish Gov guidance](#)

### Charities

[UK Gov Guidance](#)

[OSCR Guidance](#)