RETURN TO WORK: NON-ESSENTIAL RETAIL

Isle of Man Government guidance for non-essential Retail Businesses

27 May 2020

www.gov.im/coronavirus
Non-Essential Retail

Non-essential retail does NOT include service based retail businesses including hairdressers, beauty salons and massage parlours etc. Guidance for these businesses will be provided separately.

Non-essential retail specifically relates to businesses where a customer can attend, purchase a good, and depart within a 15 minute window, social distancing all the time. Employees must not attend work if experiencing symptoms of COVID-19.

This document sets out guidance on how to work safely. It gives practical considerations of how this can be applied in the workplace. Each business will need to translate this into the specific actions it needs to take, depending on the nature of the business, including the size and type of business, how it is organised, operated, managed and regulated.

This guidance does not supersede any legal obligations relating to health and safety, employment or equalities and 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. 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 unions or workers.

Suggested steps to implement social distancing – outside the store

- Limit the number of entry and exit points into and out of store, maintaining emergency exits.
- If you have 2 doors, one should be for the entrance and one for the exit. If you only have one shop door, the customer leaving the shop MUST be 2m away from the waiting queue so ensure the waiting queue is a safe distance away.
- Consider the size and layout of the store to determine how many customers can be allowed in at one time while maintaining 2m social distancing.
- Place clear signage outside of the store explaining the social distancing measures in place that customers should follow.
- Consider markings rather than physical barriers outside the store to assist correct queue spacing and reflect the maximum number of customers that can enter at one time – ensuring you do not encroach on another businesses frontage without their consent.
- Customer queue management will be responsibility of store (social distancing must be maintained at all times) - and situated as close to the shop frontage as possible.
- Customer queues can only be situated outside shop frontage unless otherwise agreed with adjoining shop owners to devise a broader plan.
- Speak to nearby premises to work together to manage possible shared queuing areas (Businesses in shopping centres should discuss queue management with centre management to determine the best way to avoid congestion)
- Encourage customers to shop alone wherever possible
- Schedule deliveries to avoid crowding in delivery areas and consider non-contact stock deliveries
Suggested steps to implement social distancing – inside the store

It is recommended that you have no more than one customer in each aisle and it is suggested you review a potential one-way system operates through the shop. Ideally, put arrows on the floor and/or display posters. To help customers to keep their distance, mark lines on the floor 2m apart (starting at the till).

At busy times a member of staff must provide guidance to customers and limit entry.

- Consider what steps will be taken by managers and staff where customers are not following social distancing measures
- Review the layout of the store to ensure aisles/walkways/collection order points are as clear as possible to accommodate 2m social distancing
  - Where till points are close together, consider closing every other till point
  - Physical barriers at till points using flexiplastic can provide a barrier for those working on the tills. Include any physical barriers in your in-store cleaning regime.
- Encourage cashless purchases.
- Consider regularly cleaning self-checkout touch screens/keypads in between each use.
- Try to avoid promotions and features where customers are likely to congregate.
- Place clear signage throughout the store reminding customers of the social distancing measures and asking them to follow these rules.
- Leave non-essential doors open to minimise the number of people who touch them (this does not apply to fire doors) and consider limiting the number of customers in enclosed spaces such as lifts.
- 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.
- Customer returns should be left untouched for 48 hours before restocking.

Changing rooms, customer seating and special assistance

- 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.
- Consider having a clearly designated position for colleagues to give the advice from.
- Consider limiting customer seating in store. If provided, space out appropriately.
- If you provide in store products for customers to trial prior to purchase e.g. electrical items consider whether it is better for staff to demonstrate instead of customers touching the item.
- Services which require direct interaction with customers should consider 2m social distancing or be made temporarily unavailable.
- If you will not be assisting customers with carrying large/bulky purchases, this should be highlighted to customers before purchase. Consider providing guidance for customers about how they can move purchases safely.
On-site Cafes and toilets

- If your business includes café/restaurant facilities, these must remain closed until Government advises they can reopen.
- 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.
- Consider the frequency of cleaning baby changing facilities where available.

Guidance for Employees

- Regularly remind staff of social distancing measures that are in place in all areas of the store, and consider training on how they can support these measures being observed.
- Share regular and visible written or verbal communication of Government messages.

Staff welfare provisions

- Consider staggering staff shift start, end and break times to avoid crowding.
- In high traffic/customer interaction areas consider the provision of hand sanitiser.
- Encourage regular handwashing breaks for all staff.
- Encourage use of disinfectant wipes to clean all equipment before and after each use.
- Enhance the cleaning regimes for toilet facilities.
- Staff who go outside the store for a break should maintain 2m social distancing.
- Consider thorough cleans of all communal areas used for eating at the end of each break.

How to raise a concern

If you have concerns about the arrangements your employer is able to put in place to protect you, you should discuss with your manager in the first instance, or the Occupational Health Service (if your employer provides one). You may also benefit from advice from one of the following organisations:

DEFA’s Health and Safety
Work Inspectorate
Phone: 685881
Email: worksafe@gov.im

Manx Industrial Relations Service (MIRS)
Can help both employers and employees, providing practical and impartial advice on any employment matter.
Phone: 672942  Email: iro@mir.org.im
STAY SAFE

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