

# COVID-19 Toolkit

## Considerations for restarting your business safely (version 3)

The Better Business for All (BBfA) partnership has used their knowledge and expertise to bring together resources from trusted organisations to help guide you through the main considerations for restarting your business safely.

This Covid-19 Toolkit provides useful documents such as a risk assessment template and action plan, business checklists and useful guides to help you.

In addition to considerations suggested in this Toolkit, please ensure you also keep up to date with current Government guidelines relevant to the control of COVID-19.

This toolkit has been collated from current government guidance by staff across the [BBfA partnership](#). Sources include: [CIEH](#), [Food Innovation Wales](#), [gov.uk](#), [Food Standards Agency](#). The aim is that businesses will find the template checklists, action plan, and documents of practical use when re-opening.

**NOTE: The checklists contain examples of relevant controls based on current guidance. Although these should help give you some direction, you should amend and add controls that are relevant to your specific business having completed your risk assessment.**

## Your first question should be: can I open?

[Check](#) if you are on the list of premises that should remain closed.

Prior to re-opening:

- If you cannot open yet, you should still start considering the risks and controls required to be in place once you are allowed to open.
- Conduct a risk assessment specific to your business and complete the 'COVID secure' poster (if you have 50 or more employees this should also be published on your website).

## Instructions on using this Toolkit

Please use 'Ctrl' and click on the links in the tables to view and download the documents.

## Section 1: Risk Assessment and Action Plan

Version number	Issue date	Document title	Purpose of document	Links to relevant guidance
V1	20/05/20	<a href="#">COVID-19 Risk Assessment</a>	A template Risk Assessment form for you to complete to record the controls you have in place to prevent the spread of coronavirus at the workplace. Use in conjunction with the action plan document to record your findings and actions required.	<a href="#">Risk Assessment(HSE)</a> <a href="#">Working Safely During Coronavirus A Short Guide (HSE)</a> <a href="#">Talking with your workers about preventing coronavirus (HSE)</a> <a href="#">Working Safely During Coronavirus (GOV.UK)</a> <a href="#">Covid Secure Poster</a> <a href="#">NHS test and trace: workplace guidance</a>
V1	20/05/20	<a href="#">5 Steps to Working Safely</a>	5 steps to working safely will help you consider what to focus when carrying out your risk assessment.	
V1	20/05/20	<a href="#">Action Plan</a>	A supplementary document to record all the actions you need to carry out as a result of your risk assessment. Use this alongside the risk assessment if required.	

## Section 2: Return to Work- Staff, Visitors, Customers

Version number	Issue date	Document title	Purpose of document	Links to relevant guidance
V1	20/05/20	<a href="#">Staff Checklist</a>	A restart checklist to help you ensure your staff remain well and fit to work. Including consultation, recognition of additional training needs and management of hygiene requirements in the workplace.	<a href="#">Protecting Home Workers (including Display Screen Equipment) (HSE)</a> <a href="#">Mental Health (CIEH)</a> <a href="#">Shielding of those most Vulnerable to COVID-19</a> <a href="#">Guidance for pregnant women</a>
V2	08/06/20	<a href="#">Travel to Work</a>	Matters requiring consideration for people who need to travel to and from work in vehicles and on public transport.	<a href="#">Gov UK Travel Guidance</a>
V1	20/05/20	<a href="#">Staff Handbook</a>	We have started a staff handbook for you. This is to help communicate the main changes you have put in place following your COVID-19 risk assessment. It should include any new instructions staff need to follow.	<a href="#">NHS Guidance</a>
V2	08/06/20	<a href="#">Personal Protective Equipment overview</a>	The personal protective equipment overview gives a summary of the government guidance of the use of PPE to protect against COVID-19 outside of health care settings. This is being constantly reviewed. Please keep up to date with the latest guidance.	<a href="#">BSI guide to masks and face coverings for use in the UK during the COVID-19 pandemic.pdf</a> <a href="#">BSIF CE Certificate Checklist for PPE.pdf</a>
V1	20/05/20	<a href="#">Customer Checklist</a>	A restart checklist to help you ensure customer access and social distancing controls are in place.	
V1	20/05/20	<a href="#">Visitors Guide</a>	We have started a visitor guide to help you communicate any controls you have put in place to contractors and visitors coming into your business.	

## Section 3 Return to Work - Premises and Utilities

Version number	Issue date	Document title	Purpose of document	Links to relevant guidance
V1	20/05/20	<a href="#">Building Services and Utilities Checklist</a>	Checklist to help identify and record checks on water, gas etc necessary for a business that has been closed for a period of time.	
V1	20/05/20	<a href="#">Legionella Checklist</a>	Checklist to record actions taken on your hot and cold water systems. NOTE: Not suitable for larger businesses.	<a href="#">CIEH Legionnaire's disease Guide to Legionella and Legionnaires disease</a>
V1	20/05/20	<a href="#">Work Area Checklist</a>	This checklist will help you consider the management of social distancing in your workplace.	<a href="#">Guidance on Social Distancing HSE</a>  Posters: <a href="#">Limiting the number of Customers</a> <a href="#">Keep 2m Distance when Queueing</a> <a href="#">Keep 2m Distance</a>
V1	20/05/20	<a href="#">Site Plan</a>	The aim of the site plan is to provide an overview of all the locations within the site and the movements of products, materials and people and hints and tips for safe working practices.	

## Section 4: Return to Work- Personal Hygiene and Cleaning

Version number	Issue date	Document title	Purpose of document	Links to relevant guidance
V1	20/05/20	<a href="#">Cleaning and Personal Hygiene Checklist</a>	A checklist to help identify additional cleaning and personal hygiene arrangements necessary for COVID-19 controls.	<a href="#">Hand washing video</a>

## Section 5: Return to Work-Daily COVID-19 checks

Version number	Issue date	Document title	Purpose of document	Links to relevant guidance
V1	20/05/20	<a href="#">COVID-19-Daily Control Checks</a>	A self-audit to record measures you have identified in your risk assessment remain in place and to record any corrective actions.	Posters and Social Media messaging <a href="https://coronavirusresources.phe.gov.uk/">https://coronavirusresources.phe.gov.uk/</a>

## Section 6: Guidance for specific types of work

Visit [Working Safely During Coronavirus](#) (GOV.UK) for guidance on specific types of work to assist with your risk assessment and consideration of appropriate COVID-19 workplace controls for:

1. Construction and other outdoor work
2. Factories, plants and warehouses
3. Labs and research facilities
4. Offices and contact centres
5. Other people's homes
6. Restaurants offering takeaway or delivery
7. Shops and branches
8. Guidance for people who work in or from vehicles.

Please note there are additional web links relevant to food businesses:

- Food Standards Agency Advice: [Food.gov.uk](#) and [Food Business Re-opening Checklist](#)
- Chartered Institute of Environmental Health Advice: [Working Safely in a food business \(CIEH\)](#)
- Government Advice: [Gov.UK Guidance for Food Business during Covid 19](#)

## Section 7: Trading Standards

For further information in the area of trading standards, for example; supplying Personal Protective Equipment (PPE), hand sanitiser, switching to telephone sales and sales and pricing practices during COVID-19 outbreak, please refer to:

<https://www.devonsomersettradingstandards.gov.uk/business/covid-19general-advice-for-businesses>.

## Section 8: Business Support

The Growth Hub team are working hard to keep you updated on Covid-19 Support for Business and inform you of the latest on Government schemes and other business support to assist with managing through the impacts of the Coronavirus. Here follows links to schemes, advice, guidance and further business support: <https://www.heartofswgrowthhub.co.uk/covid-19-support-for-business/>

## Section 9: Equality, Diversity and Inclusion

The coronavirus pandemic has highlighted a number of issues for different groups. Disabled people, in particular, have been affected by changes to how services are delivered:

- A shift to online ordering but some websites are not accessible and some businesses do not provide alternative methods of ordering for those without internet access (such as telephone).
- Long queues which some disabled people find difficult.
- One-person only admissions disadvantage people who need a carer to attend with them.
- Closure of toilets.
- Changes to layouts which make spaces difficult to navigate, particularly for Blind/Visually Impaired people.
- Face coverings prevent the ability for hearing impaired people to lip read.

A lack of up to date information in Easy Read (simple words and pictures/symbols), British Sign Language and foreign languages has meant that some communities do not know what to do. Easy Read information can help people whose first language is not English.

20% of the population is disabled. Disability covers a wide range of impairments and health conditions including physical and sensory disability, learning disability, neurodiversity (autism, ADHD), mental health conditions and long-term illnesses such as cancer, diabetes or MS. Providing access to disabled people is important not only for the customer, but for businesses too. If your business is not accessible, you are missing out on 20% of UK custom known as 'the Purple Pound'.

The Equality Act 2010 places a duty on service providers to anticipate and make reasonable adjustments for customers and staff. The duty allows you to 'positively discriminate' disabled people – this means you can lawfully 'treat a disabled person more favourably' than someone who does not have a disability.

When re-opening your business, some steps you can take to ensure it is accessible include:

- Providing a priority service to disabled customers. This could include fast-tracking in a queue, booking by appointment, providing a 'personal shopper' experience, seating areas.
- Ensuring your website follows accessibility standards.
- Ensuring there are a number of ways that customers can contact you to place an order or ask a question such as email, SMS and telephone.
- Checking any layouts and temporary changes do not block wheelchairs and larger mobility scooters. If you have regular customers who have Guide Dogs, contact the local Guide Dogs group because the dog will probably need re-training to navigate a change of layout. Try to keep changes infrequent.
- Provision of clear face masks or screens so that people who are hard of hearing can lipread.
- Allowing more than one-person admission if they are accompanied by a carer.
- Being patient with people with autism, dementia or learning disabilities etc. if they are struggling to observe any rules.
- Making sure any 'street furniture' does not cause a hazard or obstruction for wheelchair users, pushchairs and visually impaired people including their Guide Dogs.
- If unsure, consult with local disability organisations.

You will probably have additional considerations to make with regards to staff, bearing in mind that they are also covered by equality legislation to prevent unlawful discrimination (including dismissal because of a characteristic), for example:

- Protection of pregnant employees and maintaining contact with employees on maternity leave.
- Disabled staff and reasonable adjustments in safe working practice.
- Black, Asian and minority ethnic staff: if you employ a number of foreign workers you may have to provide information in foreign languages – for simple information, Easy Read may be sufficient. Black and Asian people are also showing to be disproportionately affected by coronavirus and may want to discuss concerns about their safety at work.
- Older workers may want to discuss the risk of severe ill health from coronavirus which increases with age.
- Staff with caring responsibilities may want to discuss concerns about increased risks for those they care for when they return to work.



Further guidance on Equality, Diversity and Inclusion:

[Devon County Council Diversity Guide](#)

[Purple Tuesday](#)

[Living Options Devon](#)

[Guide Dogs](#)

[Website accessibility - WebAIM](#)

## What is Better Business for All (BBfA)?

BBfA is a local partnership between businesses, business support and regulators and across Devon and Somerset to promote local economic prosperity, whilst maintaining public protection. BBfA aims to improve how regulatory services are delivered in Devon and Somerset and to show how working with your local regulators can save you time and money, improve your competitiveness and help you grow your business.

Links to the regional local authority contacts can be found here: <https://www.heartofswgrowthhub.co.uk/better-business-for-all/>

You can also contact the Heart of the South West Growth Hub team to help you navigate business support options, find answers to your question and identify the right support to meet your business needs and aspirations.

<https://www.heartofswgrowthhub.co.uk/get-in-touch/> or call 03456 047 047.

## Version History

Number	Date	Details of Change
Version 1	22/05/2020	Original
Version 2	28/05/2020	Addition of the NHS test and Trace web links
Version 3	08/06/2020	Addition of: <ul style="list-style-type: none"><li>• Government guidance around wearing face coverings whilst on public transport to the “Travel to work guide” and “Personal Protective Equipment Overview” documents.</li><li>• Section 9: Equality, Diversity and Inclusion</li></ul>