

JUNE 2020



SAFER SPACES

TIPS AND ADVICE FOR REOPENING
THE BUSINESS DISTRICT AFTER LOCKDOWN

THIS IS YOUR DISTRICT WE'RE PROUD TO BE PART OF IT



The 'Safer Spaces' guide featuring advice and tips for businesses emerging from the coronavirus lockdown has been produced by Colmore BID.

Information has been sourced from government platforms in good faith under Open Government Licence and from public transport providers and Birmingham City Council.

Should key guidance change in the coming weeks, the BID will update this guide and share the latest versions through its communications channels.

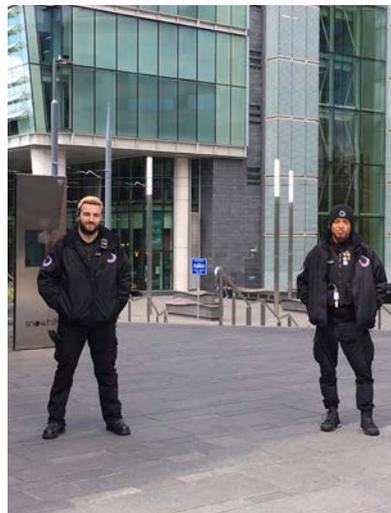
The term 'pivot' is often over-used, but the idea of changing direction instantly sums up what Colmore BID has had to do to support businesses within the District during the COVID-19 lockdown.

In the early days of the pandemic, Colmore BID ensured that businesses were kept up to date with the latest information. The situation changed quickly, and we ensured business had a daily email summarising the position at the end of each day

As support became available, Colmore BID recognised the need for this complex information to be provided to businesses in easy-to-read segments. [We created the COVID-19 Support Hub](#) which pulled together all of the available support for business into one place. Each page broke down the support available and who could claim it.

Despite the difficult operating circumstances, Colmore BID appointed a new Communications Manager, helping to ensure that our critical comms work is properly targeted.

The team has worked hard to ensure that businesses are able to claim the support they are entitled to, supporting businesses we have identified as being



Colmore BID's security patrols in Snow Hill

entitled to assistance from the Local Authority and offering support to help them claim this support.

SAFER STREETS

The BID has continued to provide a visible security presence. The reduced

service has focused on supporting rough sleepers into accommodation, assisting the police to tackle low-level anti-social behaviour, and reviewing the physical security of businesses' buildings in the District.

#RAISETHEBAR

Colmore BID has actively supported the city centre in the #raisethebar campaign, lobbying the government to provide additional support to the retail, leisure and hospitality sector, and we have been exploring what additional support professional services need.

COVID RECOVERY

Colmore BID has convened the Colmore COVID Recovery Group. This cross-section group will help to inform our thinking on what the District needs in the coming weeks to try and ensure it remains successful throughout the pandemic

NEW SPACES

Our public realm programme around Snow Hill Station has started and will continue during this year, as planned.

We have revealed our aspirations

WALKING & CYCLING A PRIORITY FOR CITY

Colmore BID is contributing to Birmingham City Council's Emergency Transport Plan which outlines plans for a wide range of measures to support walking, cycling and public transport across the city, in light of COVID-19.

The Emergency Transport Plan also sets out the short, medium and longer-term actions Birmingham can take to enable a low carbon, clean air recovery from COVID-19.

This development follows the announcement by the Secretary of State for Transport about a £2 billion package to support active travel and conditions for easing lockdown and the steps that will be taken to enable more activities to take place whilst continuing to control the spread of COVID-19.

The plan prioritises and accelerates some of the measures that were outlined in the draft Birmingham Transport Plan consulted on earlier this year. Proposals are organised around the same four "big moves":

- Reallocating road space – to support the creation of safe space for walking, cycling and social distancing while maintaining public transport provision.

- New walking and cycling routes alongside public transport services and limited access for private cars.

- Prioritising active travel in neighbourhoods – so that walking and cycling is the way most people get around their area most of the time.

- Land and space currently occupied by car parking is repurposed for walking, cycling and social distancing. *This Emergency Birmingham Transport Plan does not replace a full and final Birmingham Transport Plan 2031, which will be published later in 2020.*

'While we may not all be physically in the District at this time, it is important to us and to you that we keep a sense of community'

to improve the public realm. We will be exploring with Birmingham City Council (BCC) to see what interventions can be trialled for possible future use.

DIGITAL EVENTS

Our events programme has now shifted online. We have continued to support SIFA Fireside, running a fundraising quiz online. We have also arranged a week of activities for Mental Health Awareness Week, and continued with our Yoga sessions with a local instructor. We held our first COVID-19 Birmingham Recovery Plan debate and have a further three planned future topics for these debates.

Throughout lockdown Colmore BID has tried to continue its networking

through their Community Building Working Group.

While we may not all be physically in the District at this time, it is important to us and to you that we keep a sense of community within the Colmore BID. To that end we have:

- Put on two virtual quizzes that teams from across the District have taken part in to compete to be winners.

- Hosted over virtual 30 wellbeing sessions.

- [Held a COVID-19 panel debate with industry leaders](#). We will be holding more panel debates throughout June on topics such as homelessness and transport.



5 steps to working safely



1

Carry out a COVID-19 risk assessment

Before restarting work you should ensure the safety of the workplace by:

- Carrying out a risk assessment in line with the HSE guidance.
- Consulting with your workers or trade unions.
- Sharing the results of the risk assessment with your workforce and on your website.

2

Develop cleaning, handwashing and hygiene procedures

You should increase the frequency of handwashing and surface cleaning by:

- Encouraging people to follow the guidance on hand washing and hygiene.
- Providing hand sanitiser around the workplace, in addition to washrooms.
- Frequently cleaning and disinfecting objects and surfaces that are touched regularly.
- Enhancing cleaning for busy areas.
- Setting clear use and cleaning guidance for toilets.
- Providing hand drying facilities – either paper towels or electrical dryers.

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 2m distance** in the workplace
- ✓ Where people cannot be 2m 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 or 0300 003 1647)

[See Page 17](#)

5

Where people cannot be 2m apart, manage transmission risk

Where it's not possible for people to be 2m apart, you should do everything practical to manage the transmission risk by:

- Considering whether an activity needs to continue for the business to operate.
- Keeping the activity time involved as short as possible.
- Using screens or barriers to separate people from each other
- Using back-to-back or side-to-side working whenever possible.
- Staggering arrival and departure times.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering'.

**4**

Maintain 2m social distancing, where possible

Where possible, you should maintain 2m between people by:

- Putting up signs to remind workers and visitors of social distancing guidance.
- Avoiding sharing workstations.
- Using floor tape or paint to mark areas to help people keep to a 2m distance.
- Arranging one-way traffic through the workplace if possible.
- Switching to seeing visitors by appointment only if possible.

3

Help people to work from home

You should take all reasonable steps to help people work from home by:

- Discussing home working arrangements.
- Ensuring they have the right equipment, for example remote access to work systems.
- Including them in all necessary communications.
- Looking after their physical and mental wellbeing.

Source: [gov.uk](https://www.gov.uk)



GETTING TO AND FROM THE OFFICE

ON THE TRAIN

West Midlands Railway is running a reduced rail service as part of the national effort to deal with the coronavirus crisis.

There are fewer trains than in normal times and these are mainly for essential journeys by key workers.

As sectors of the economy reopen, those workers should aim to go by car, bike or on foot and only use public transport if that is not possible.

Social distancing measures will effectively cut the number of people allowed on trains by up to 90 per cent – so it's even more important that people take only essential journeys.

Passengers should book online where possible and travel at quieter times.

BEFORE YOU SET OFF

Travel at quieter times. If you can change your routine, travel between 10am-3pm or after 6pm on weekdays, chances are there'll be more space on board and your ticket will be cheaper, making it more comfortable for you and for those who need to travel at the busiest times.

Buy online and with a barcode ticket you don't have to pick up or handle a paper ticket.

JUNE 15: FACE COVERINGS ON PUBLIC TRANSPORT



■ **From Monday, June 15, wearing face coverings will be compulsory on public transport in England.**

People will have to wear coverings on buses, trains and aircraft. Very young children, disabled people and those with breathing difficulties will be exempt.

AT THE STATION

Give yourself a bit more time to get through the station. At some stations there are separate entrances and exits, along with one-way and queuing systems (inside & outside) – similar to supermarket queuing systems.

Availability of ticket windows and ticket machines may be reduced to help with social distancing for you and our teams. So, queues may be longer.

Keep your distance: In confined spaces like lifts – one at a time, on escalators and stairs, try to keep 4 steps between you.

Toilet facilities remain open (unless cleaning is in progress) – you may find locations with multiple facilities might just have one of those sites open.

Stay on the platform until people get off the train to give everyone space. Please try and keep the vestibule free.

ON THE TRAIN

Try to keep one seat next to you free. Remember, to apply social distancing on a train, the carriage will be full with 15-20 people. Please consider whether your travel is essential.

On-train cleaning teams will be paying particular attention to surfaces people touch the most.

All trains have toilets and they're being emptied more often so they can remain open all day along with new supplies of soap and water.

Source: [West Midlands Railway](#)



THE METRO TRAM

West Midlands Metro is working closely with Transport for West Midlands and other operators to ensure that a co-ordinated approach is in place to social distancing across the region. There are a number of simple steps that you can follow to help reduce the spread of the coronavirus:

- Keep space between yourself and others.
- Wear a face covering while using the service – this will become mandatory from June 15.
- Plan your journey to avoid busy travel times.
- Stay clear of doors, and allow others to get off the tram before getting on.
- Pay for your ticket in advance or use contactless where possible.
- Carry hand sanitiser and wash your hands before and after travelling.

For the latest timetable information visit <https://westmidlandsmetro.com/journey-planner/>

CAR PARKING

The city council is reintroducing parking charges and enforcement activities from June 15.

Free parking for NHS staff, health and social care workers displaying the relevant pass will remain in place until the Government withdraws this concession.

Three city council car parks will also be re-opened (in addition to the Snow Hill multi-storey that has remained open) on their normal fee-paying basis from June 15:

*Town Hall multi-storey car park
Dudley Street underground car park
Jewellery Quarter multi-storey car park*

Social distancing measures will be introduced in lifts and stairwells where possible with appropriate signs and reminders to enable people to stay as safe as possible. Payment for parking can also be done in a contactless way via the RingGo service.

TRAVELLING BY BUS

National Express has extensive cleaning regimes to ensure it maintains high levels of hygiene for both customers and employees. The operator is continuing to follow advice from the government and will introduce any additional measures that are recommended or required.

As more people in the West Midlands and Coventry return to work, government advice continues to be to only travel if your journey is necessary.

National Express will be increasing the number of vehicles on each route, so there will be more space on each bus. Passenger numbers will be monitored and timetables adjusted accordingly.

PLAN YOUR JOURNEY

- Make a plan: Allow extra time for your journey.
- Always check timetables or live bus app before you travel.
- Carry and use hand sanitiser when you travel to stay safe outside your home and protect other people.

AT THE BUS STOP

- Try to keep 2 metres away from people not in your household while waiting in the queue.
- To allow for social distancing, buses

will temporarily have a limited number of customers on board.

- If your bus has a BUS FULL sign please be prepared to wait for the next bus. Be kind and look out for other customers who might need to travel more urgently than you.
- Let people off the bus before you get on and try to keep a safe distance between you, the driver and other customers.

ON YOUR JOURNEY

- From Monday, June 15, wearing face coverings will be compulsory on public transport in England. It's an added level of safety for you, your fellow customers and drivers.
- Pay by contactless card, travelcard or mobile ticket where possible. If you need to pay with cash please use the exact amount as drivers are unable to give change.
- If you can, sit in the window seat, leaving the seats in front and behind you empty. Some seats will be labelled out of use and please don't sit directly behind the driver.
- To enable safe social distancing, please do not stand on the bus. Check to see if there is a suitable seat upstairs on double deck buses.
- Once you're on the bus open a window, if you can, to help with ventilation.

Source: nxbus.co.uk



USING PAVEMENT SPACE FOR SOCIAL DISTANCING AND QUEUES

Available pavement space will need to be used efficiently to ensure that everyone is able to get around safely whilst allowing businesses to queue customers where there is no practical alternative.

To assist businesses, Birmingham City Council has produced the following guidance:

ALTERNATIVES TO QUEUEING OUTSIDE

Whilst it has become common practice for supermarkets and similar, to queue customers in their car parks, there is

not enough pavement space for every business to do this.

- Alternatives to queueing such as delivery/collection services, virtual queues, and appointments should be considered and used wherever possible.
- Where reasonably practicable, internal space (and any outside space the business may own) should be used to accommodate any required queueing.

QUEUEING ON THE PAVEMENT

Businesses will be permitted to use the public pavement outside their premises

for queues if they cannot queue customers inside or outside on their own property, or where these queues overspill.

- Such use of the Public Highway will be exempt from the usual City Council fees and charges.
- Individual businesses will be responsible for managing any queueing system implemented on the pavement and will exempt the City Council from any liability.
- People must not be forced to enter somewhere dangerous (such as the carriageway) or pass within 2m of others as a result of any queueing.

PEDESTRIAN SAFETY AND VEHICLE ATTACK THREAT MITIGATION

In order to minimise the risk to queues of people, organisations can take practical and achievable measures to either deter or disrupt a vehicle attack.

- In producing online and local messaging, including signage, be mindful of how detailed information can be useful to those with hostile intent – queue locations, times and number of people or even security arrangements.
- Vigilant security and alert employees are likely to spot suspicious activity and report it.

- Raise awareness of the full range of security risks to the public through staff briefings (which could include the ACT e-learning package. <https://ct.highfieldelearning.com/>)
- Where possible queues should be positioned behind existing security barriers or infrastructure. Positioning queues near or in between street furniture can provide some protection.
- Work with neighbouring premises to develop a plan for queues.
- If queues are near roads, position away from

the kerb edge – if possible at right angles to traffic and avoid long queues. If possible move queues to areas where vehicles don't normally access.

- Consider a marshalling area. Marshalling can help with queue structure, length, social distancing and provide additional vigilance.
- Where possible, orientate the queues so people can see hazards or dangers approaching.
- Dispersal/escape routes for pedestrians should be considered when setting out your queue.

Courtesy [West Midlands Police](#)



MARKING OF THE HIGHWAY

- Whilst normally prohibited, marking the pavement for the purposes of assisting with socially distanced queueing will be permitted. In many cases, a small simple disk (or similar) showing where each person should wait, should be enough.
- Use of tape and vinyl will be allowed, but this must be suitably certified anti-slip material designed for the purpose. Care must be taken to ensure that it does not become a trip or slip hazard, and liability will remain with the business using it.
- Temporary spray paint / chalk marking / stencilling will be a suitable alternative, however, businesses will need to be mindful that regular re-marking may be required.
- Permanent markings, such as thermoplastic road paint will require formal approval by the City Council.

RESTRICTIONS

- Only pavements wider than 3.2m will be able to accommodate queues.
- On busy pavements with significant 2-way pedestrian flow, more than 5.5 metres will be needed to allow a single line of queueing.
- Only the pavement space in line with each store's frontage should be used.
- In larger pedestrian precincts there may be markings indicating available queueing space, queues must not spread beyond these markings.
- Queues must be well managed. Businesses must calculate how many people can queue safely in the space available and manage this effectively – **‘DO NOT JOIN QUEUE’** signage and/or staff actively managing queues will be needed in most cases.
- Emergency access and egress routes, and normally permitted vehicle access must be maintained.
- Goods, A-boards, flags, menu boards and similar items are not permitted on the Highway and must be removed. Essential notices for crowd management and public safety may be permitted on a case by case basis.
- Queueing infrastructure such as crowd control barriers and tensa barriers should be avoided.
- Be mindful of potential ‘vehicle as a weapon’ attack routes, use less vulnerable spaces as a preference, and brief staff to be vigilant. You should also take the opportunity to review your evacuation and counter terrorism emergency plans in light of your updated operating arrangements.



All information courtesy Birmingham City Council



Businesses should follow this guide in the first instance. If you wish to discuss specific requirements, please email connected@birmingham.gov.uk. If you are a city centre business, please email citycentre@birmingham.gov.uk

WORKING SAFELY IN OFFICES AND CENTRES

Everyone needs to assess and manage the risks of COVID-19.

As an employer, you also have a legal responsibility to protect workers and others from risk to their health and safety.

This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.

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.

MANAGING RISK

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures.

Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected.

In the context of COVID-19 this means working through these steps in order:

- In every workplace, increasing the frequency of handwashing and surface cleaning.
- Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).



If people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

■ Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

Further mitigating actions include:

- Increasing the frequency of hand washing and surface cleaning.
- Keeping the activity time involved as short as possible.
- Using screens or barriers to separate people from each other.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).



WHO SHOULD GO TO WORK?

Staff should work from home if at all possible. Consider who is needed to be on-site; for example:

- Workers in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely.
- Workers in critical roles which might be performed remotely, but who are unable to work remotely due to home circumstances or the unavailability of safe enabling equipment.
- Planning for the minimum number

COMMON AREAS

- Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions and staircases.
- Staggering break times to reduce pressure on break rooms or canteens.
- Using safe outside areas for breaks.
- Creating additional space by using other parts of the workplace that have been freed up by remote working.
- Installing screens to protect staff in receptions or similar areas.
- Providing packaged meals or similar to avoid fully opening staff canteens.

of people needed on site to operate safely and effectively.

- Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.
- Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.
- Providing equipment to work at home safely and effectively, for example, remote access to work systems.

- Encouraging workers to bring their own food.
- Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.
- Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.
- Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.
- Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.

HYGIENE, HANDWASHING, SANITATION FACILITIES AND TOILETS

Keep the workplace clean and prevent transmission by touching contaminated surfaces.

Steps that will usually be needed:

- Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.
- Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements.
- Clearing workspaces and removing waste and belongings from the work area at the end of a shift.
- Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.
- If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.

WORKPLACES AND STATIONS

Maintain social distancing between individuals when they are at their workstations.

- For people who work in one place, workstations should allow them to maintain social distancing wherever possible.
- Workstations should be assigned to an individual and not shared. If they need to be shared they should be shared by the smallest possible number of people.
- If it is not possible to keep workstations 2m apart then businesses should consider whether that activity needs to continue for the business to operate and if so take all mitigating actions possible to reduce the risk of transmission.

Steps that will usually be needed:

- Review layouts and processes to allow people to work further apart from each other.
- Using floor tape or paint to mark areas to help workers keep to a 2m distance.
- Only where it is not possible to move workstations further apart, arranging people to work side by side or facing away from each other rather than face-to-face.
- Only where it is not possible to move workstations further apart, using screens to separate people from each other.
- Managing occupancy levels to enable social distancing.
- Avoiding use of hot desks and spaces and, where not possible, for example, call centres or training facilities, cleaning workstations between different occupants including shared equipment.



MOVING AROUND AT WORK

Maintain social distancing wherever possible while people travel through the workplace.

Steps that will usually be needed:

- Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones, where permitted, and cleaning them between use.
- Restricting access between different areas of a building or site.
- Reducing job and location rotation.
- Introducing more one-way flow through buildings.
- Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.
- Making sure that people with disabilities are able to access lifts.
- Regulating use of high traffic areas including corridors, lifts, turnstiles and walkways to maintain social distancing.



HOW TO RAISE A CONCERN

In the first instance, always speak to your line manager or employee representative in your organisation about any concerns.

■ **Contact HSE online.**

■ **Contact HSE by phone on 0300 790 6787.**

■ **Contact your trade union if you have one.**



ENTERING AND LEAVING YOUR WORKPLACE

Maintain social distancing wherever possible, on arrival and departure and ensure handwashing upon arrival.

Steps that will usually be needed:

- Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.
- Providing additional parking or facilities such as bikeracks to help people walk, run, or cycle to work where possible.
- Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.
- Reducing congestion, for example, by having more entry points to the workplace.
- Providing more storage for workers for clothes and bags.
- Using markings and introducing one-way flow at entry and exit points.
- Providing handwashing facilities, or hand sanitiser where not possible, at entry/exit points and not using touch-based security devices such as keypads.
- Defining process alternatives for entry/exit points where appropriate, for example, deactivating turnstiles requiring pass checks in favour of showing a pass to security personnel at a distance.

In an emergency, for example, an accident or fire, people do not have to stay 2m apart if it would be unsafe.

- People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.

EQUALITY IN THE WORKPLACE

Employers should be mindful of the particular needs of different groups of workers or individuals.

It is breaking the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex or disability.

Employers also have particular responsibilities towards disabled workers and those who are new or expectant mothers.

Steps that will usually be needed:

- Understanding and taking into account the particular circumstances of those with different protected characteristics.
- Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.
- Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.
- Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.
- Making sure that the steps you take do not have an unjustifiably negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.

WORKING SAFELY IN HOSPITALITY & RETAIL

SOCIAL DISTANCING

The advice on social distancing measures applies to everyone. You need to minimise opportunities for the virus to spread by maintaining a distance of 2 metres between individuals. This advice applies to both inside the food business and in the external public areas where customers may need to queue. People should be reminded to wash their hands for 20 seconds and more frequently than normal.

The practical implementation of this advice will depend on the local circumstances. This may be best evaluated by the store manager,

however a few general indicators may be relevant to the majority of retail outlets:

- Use additional signage to ask customers not to enter the shop if they have symptoms, regulate entry so that the premises do not become overcrowded.
- Use floor markings inside the commercial spaces to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas, such as serving counters and tills.
- Use vertical signage to direct customers into lanes if feasible to



facilitate movement within the premises while maintaining 2 metre distance.

- Make regular announcements to remind customers to follow social distancing advice and clean their hands regularly.
- Place plexiglass barriers at tills and counters if feasible, as an additional element of protection for workers and customers.
- Encourage the use of contactless payments where possible, without disadvantaging older or vulnerable customers.
- Provide additional pop-up handwashing stations or facilities if possible, providing soap, water and hand sanitiser.

FOOD PACKAGING

The World Health Organisation (WHO) advises that the likelihood of an infected person contaminating commercial goods is low. The risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also very low.

While food packaging is not known to present a specific risk, efforts should be made to ensure it is cleaned and handled in line with usual food safety practices.

Cleaning should be in line with food hygiene practice and the environmental controls set out in the business' HACCP. Staff should continue to follow existing risk assessments and safe systems of working. No additional precautions need to be taken.

TAKEAWAY SERVICES

To minimise the contact resulting from visits to restaurants, bars and cafes offering takeaway or delivery services.

Steps that will usually be needed:

- Providing handwashing and hand sanitiser and encourage visitors to wash their hands regularly.
- Regulating entry so that the premises do not become overcrowded, and placing 2m markers on the floor to maintain social distancing inside the premises.
- Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage, visual aids and before arrival, such as by phone, on the website or by email.
- Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.

EMPLOYEE SICKNESS

If anyone develops symptoms of coronavirus (COVID-19) in the business or workplace they should be sent home and advised to follow the stay at home guidance. If you or an employee are experiencing symptoms, visit NHS 111 online or call 111 if there is no internet access. In an emergency, call 999 if they are seriously ill or injured, or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital.

If a member of staff has helped someone who has developed symptoms of coronavirus (COVID-19), they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection.

It is not necessary to close the business or workplace or send any staff home unless government policy changes. You should keep monitoring the government response to coronavirus for further updates.

The Food Standards Agency's fitness for work guidance for staff who handle food products provides advice on managing sickness in a food business. Understanding this guidance and applying it on both a personal and business level can help to prevent the transmission of COVID-19.

SUPERMARKETS

Supermarkets need to avoid crowding and create adequate spacing between individuals.

Effective measures to support this will vary by store and location but could include:

- Monitoring the number of customers within store and limiting access to avoid congestion.
- Implementing queue management systems to limit crowds gathering at entrances and maintain the 2 metres distance.
- Reminding customers to only buy what they need.
- Public Health England (PHE) supports measures to allow safe privileged access to elderly and essential workers such as NHS and Social Care staff.

STAFF CANTEENS AND REST AREAS

It is very unlikely that coronavirus is transmitted through food. Workplace canteens may remain open where there are no practical alternatives for staff to obtain food.

- As far as reasonably possible, a distance of 2 metres should be maintained between users.
- Staff can continue to use rest areas if they apply the same social distancing.
- Notices promoting hand hygiene and social distancing should be placed visibly in these areas.
- If possible, increase the number of hand washing stations available.

THINKING OF YOUR COLLEAGUES

The NHS and Public Health England have launched a variety of downloadable resources and webinars to encourage adults to take steps to look after their mental health during this difficult time.

The PHE Every Mind Matters platform has been updated to incorporate the new COVID-19 mental health guidance and provide content to help people look after their mental and physical health.

The campaign is targeted at all adults, weighted towards those most at risk of mental health problems and more vulnerable groups (such as BAME groups and those aged 70+).

The NHS 'Looking Out For Each Other' materials communicate how to inform those who are well and not at risk, of the things that they can do to help support their friends and neighbours who need to stay at home during the 'Alert' phase of the COVID-19 campaign.

To download resources or find out more, visit:
<https://coronavirusresources.phe.gov.uk/Looking-Out-For-Each-Other/overview/>
<https://coronavirusresources.phe.gov.uk/now-more-than-ever-every-mind-matters/overview/>

 HM Government



Coronavirus Looking out for each other

Find out how to
help others safely at
gov.uk/safehelp



HOSTING MEETINGS

To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.

Steps that will usually be needed:

- Using remote working tools to avoid in-person meetings.
- Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.
- Avoiding transmission during meetings, for example, avoiding sharing pens and other objects.
- Providing hand sanitiser in meeting rooms.
- Holding meetings outdoors or in well-ventilated rooms whenever possible.
- For areas where regular meetings take place, using floor signage to help people maintain social distancing.

MANAGING VISITORS

Encourage visits via remote connection/working. Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival.

Steps that will usually be needed:

- Limiting the number of visitors at any one time.
- Limiting visitor times to a specific time window and restricting access to required visitors only.
- Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, working at night.
- Maintaining a record of all visitors, if this is practical.
- Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.

CARRYING OUT A RISK ASSESSMENT

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures.

Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected.

In the context of COVID-19 this means working through these steps in order:

In every workplace, increasing the frequency of handwashing and surface cleaning.

Businesses and workplaces should make every reasonable effort to enable working from home as a first option.

Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).

Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19. You could also consider any advice that has been produced specifically for your sector, for example by trade associations or trades unions.

If you have not already done so, you should carry out an assessment of the risks posed by COVID-19 in your workplace as soon as possible. If you are currently operating, you are likely to have gone through a lot of this thinking already.

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 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

SHARING YOUR RISK ASSESSMENT

You should share the results of your risk assessment with your workforce. If possible, you should consider publishing it on your website (it is expected all businesses with over 50 employees do so). You can download the above to display in your workplace to show you have followed the government's guidance.

<https://assets.publishing.service.gov.uk/media/5eb97d30d3bf7f5d364bfb6/staying-covid-19-secure.pdf>

FURTHER GUIDANCE

COVID-19: WHAT YOU NEED TO DO

<https://www.gov.uk/coronavirus>

SUPPORT FOR BUSINESSES AND EMPLOYERS DURING CORONAVIRUS

<https://www.gov.uk/coronavirus/business-support>

GENERAL GUIDANCE FOR EMPLOYEES DURING CORONAVIRUS

<https://www.gov.uk/guidance/guidance-and-support-for-employees-duringcoronavirus-covid-19>

BIRMINGHAM CITY COUNCIL

https://www.birmingham.gov.uk/coronavirus_advice

NHS

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

WEST MIDLANDS POLICE

<https://west-midlands.police.uk/coronavirus>

PUBLIC TRANSPORT

West Midlands Railway:

<https://www.westmidlandsrailway.co.uk/>

West Midlands Metro:

<https://westmidlandsmetro.com/>

National Express West Midlands:

<https://nxbus.co.uk/>



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