



# Covid-19: Is my business Covid Secure?

## Business Assessment Checklist

Premises name	
Address	
Conducted on	
Prepared by	

## Introduction

The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020 as amended require the closure of particular businesses. Restrictions are also imposed on businesses which are permitted to remain open. It is important that we all follow the Government guidelines to limit the spread of coronavirus. Where workplaces are open precautions need to be taken to reduce risks to both the workers and the public.

Where you are unable to introduce measures to control the risk from Coronavirus you might need to consider closing your business or changing the way you do business.

As an employer, you must protect people from harm. This includes taking reasonable steps to protect your workers and others from Coronavirus

- The process starts with a risk assessment and it'll help you manage risk and protect people. You must: identify what work activity or situations might cause transmission of the virus;
- think about who could be at risk;
- decide how likely it is that someone could be exposed;
- act to remove the activity or situation, or if this isn't possible, control the risk.

In very simple terms a risk assessment for COVID-19 means ensuring that Public Health England and other Government Covid-19 guidelines are met in your workplace.

The following checklist and information will help you to put in place measures in your workplace to keep both employees and customers safe.

Employee Safety	Please leave your responses below
Employees are encouraged to work at home wherever this is possible.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Where staff are required to be at work there has been an assessment of the steps needed to <a href="#">reduce the risks from Covid-19</a> . Note: The assessment should include the risk of transmission between staff and any customers and other people.	<input type="checkbox"/> Yes <input type="checkbox"/> No

There are a number of general considerations for assessing Covid-19 transmission and exposure.

**Figure 1. General considerations for assessing Covid-19 workplace exposure and transmission risk.**

<p><b>Work Tasks</b></p> <ul style="list-style-type: none"> <li>• Patient/Service user</li> <li>• Public facing</li> <li>• Close contact necessary?</li> </ul>	<p><b>Work location</b></p> <ul style="list-style-type: none"> <li>• Clinical setting</li> <li>• Customer/client homes</li> <li>• Retail/Hospitality</li> <li>• Office/Contact centre</li> <li>• Factory</li> </ul>	<p><b>Work organization</b></p> <ul style="list-style-type: none"> <li>• Ability to maintain social distancing at work &gt;2m, or 1m with risk mitigation (where 2m is not viable).</li> <li>• Number of different people sharing a workplace</li> </ul>
<p><b>Workplace travel</b></p> <ul style="list-style-type: none"> <li>• To and from work</li> <li>• In the course of work</li> <li>• Public Transport</li> <li>• Private Vehicle</li> </ul>	<p><b>Work movement</b></p> <ul style="list-style-type: none"> <li>• Entering and leaving work</li> <li>• Changing areas</li> <li>• Toilets</li> <li>• Lunch/breakout areas</li> </ul>	<p><b>Personal Protective Equipment (PPE)</b></p> <ul style="list-style-type: none"> <li>• Availability</li> <li>• Need</li> <li>• How it is used.</li> </ul>
<p><b>Workplace Hygiene</b></p> <ul style="list-style-type: none"> <li>• Increased cleaning schedule</li> <li>• High touch surfaces</li> </ul>	<p><b>Personal Hygiene</b></p> <ul style="list-style-type: none"> <li>• Ability to wash hands</li> <li>• Sanitizer</li> <li>• Catch it, bin it, kill it</li> </ul>	<p><b>Avoidance of symptomatic people</b></p> <ul style="list-style-type: none"> <li>• Particular concern for health/social care providers.</li> </ul>

The steps you identify should follow the expected hierarchy of risk controls.

Figure 2 below shows a hierarchy of control model for COVID-19 transmission risk.

Elimination	<ul style="list-style-type: none"> <li>• Homeworking</li> </ul>
Substitution	<ul style="list-style-type: none"> <li>• Mechanise work processes, where possible</li> </ul>
Engineering Controls	<ul style="list-style-type: none"> <li>• Individual workspaces</li> <li>• 2m, or 1m with risk mitigation (where 2m is not viable) social distancing of work colleagues – restructure of work environment layout</li> <li>• Floor markings for flow of movement and safe ‘box’ parameter for each employee</li> <li>• Segregate employees by methods such as enclosing or guarding screens, if at higher exposure risk e.g. customer</li> </ul>

	<p>facing roles.</p> <ul style="list-style-type: none"> <li>• Temperature checks – pre shift (consider most appropriate types of devices and defined temperature cut off point)</li> <li>• Hand hygiene measures/ regular disinfection of common surfaces</li> <li>• Social distancing in break out spaces/canteens/lunchrooms</li> <li>• Social distancing measures for toilet facility use – traffic light system</li> </ul>
Administrative controls	<ul style="list-style-type: none"> <li>• Travel to and from work – parking space provision, alternatives if no car/cannot drive</li> <li>• Social distancing compliance supervisor – for monitoring each shift – to oversee compliance with</li> <li>• COVID-19 control measures (i.e. maintenance of social distancing and effective use of PPE)</li> <li>• Staggered arrival times and shift/staggered breaks and lunch</li> <li>• Online/remote meetings (e.g. Microsoft teams, Skype business, Zoom)</li> <li>• Clear guidance for workers who have COVID-19 symptoms not to present for work – clarity on timeline for self -isolation and clarity on when to contact HR/manager once this has passed for return to work assessments to take place timeously</li> <li>• Increasing COVID-19 safety precaution signage</li> </ul>
Personal protective equipment (PPE)	<ul style="list-style-type: none"> <li>• PPE (masks/face coverings, gloves, aprons) – advice on adequacy of PPE and overall risk applying other hierarchy of control, control measures</li> <li>• FFP3 or suitable alternative is close working proximity required for specific tasks.</li> </ul>

Further information on a hierarchy of control model for Covid-19.

The information in this checklist will further assist you with the steps that should be considered. Government has also produced [detailed guidance](#) for certain types of businesses. This is supplemented in some cases by industry and professional bodies.

The required steps have been put in place	<input type="checkbox"/> Yes <input type="checkbox"/> No
Employees have been provided with up-to-date information on COVID-19 and protective behaviours	<input type="checkbox"/> Yes <input type="checkbox"/> No

[Anyone who is sick with COVID-19 symptoms or who needs to self-isolate \(if family members or contacts have symptoms\) is required to stay at home.](#)

Travel	Please leave your responses below
How employees travel to work has been considered and if this is likely to expose them to increased risk? This is a real issue in central London where many people rely on public transport.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Check the latest travel information and <a href="#">find out how TfL are responding to coronavirus</a> .	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Screening and absence management</b>	
Screening measures have been introduced for staff. This includes use of the new Government Contact Tracing App (when it is introduced) and Government Track & Trace.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Sick leave policies are flexible for Covid-19 and employees are aware of these policies.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Doctor's notes are not required for employees who are sick to validate illness or to return to work.	<input type="checkbox"/> Yes <input type="checkbox"/> No
<a href="#">NHS 111 isolation notes are used</a> .	<input type="checkbox"/> Yes <input type="checkbox"/> No
There are flexible policies that permit staff to stay home to care for a sick family member	<input type="checkbox"/> Yes <input type="checkbox"/> No
Employees who are at higher risk from coronavirus (COVID-19) have been identified.	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Hand Hygiene</b>	
Suitable and sufficient hand-washing stations are provided; they have soap, water and a hygienic means to dry hands.	<input type="checkbox"/> Yes <input type="checkbox"/> No
All staff to wash their hands regularly using soap and water for at least 20 seconds, particularly after blowing their nose, sneezing or coughing, before/after using shared equipment and prior to eating.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Encourage staff to use the hand wash facilities and/or hand sanitizer. <a href="#">Posters to remind people can help</a> .	<input type="checkbox"/> Yes <input type="checkbox"/> No
Consider the provision of hand sanitiser and hygiene wipes at key points in your premises (e.g. the entrance to the premises) to help minimise any spread to surfaces in the building.	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Respiratory Hygiene</b>	
Encourage staff to practice good respiratory hygiene.	
Workers should cover any coughs or sneezes with a tissue, then dispose of the tissue in a bin and immediately wash their hands. Anyone with a persistent cough should not be at work.	

Posters to remind people can help, Coughs and sneezes spread diseases; <a href="#">Catch it, Bin it, Kill it.</a>	
<b>Cleaning and disinfection</b>	
Increase the frequency of cleaning and disinfection with a suitable sanitiser/ antibacterial cleaner. General Government advice has been produced for the <a href="#">decontamination in non-healthcare settings.</a>	
Identify frequent hand contact points such as door handles, switches, shared touchscreens, handrails, lift call buttons, push plates on doors, toilet flushes, hand towel dispensers and taps and the like. Increase the frequency of cleaning and disinfect these touch points.	
Increased attention to shared equipment such as keyboards and desk surfaces. These hand contact points should be cleaned and then disinfected using a chemical capable of inactivating viral contaminants.	
<b>Workplace controls</b>	
The steps you identify should follow the expected hierarchy of risk controls.	
Where the guidelines, e.g. on social distancing cannot be followed in full in relation to a particular activity, the business has considered 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.	
Consider and adapt the layout of your premises.	
Can employees be kept physically separated e.g. by tables and other barriers.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can equipment and fittings be re-arranged to help with separation and to accommodate social distancing.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Where possible allocate workspaces to employees that are at least 2m, or 1m with risk mitigation (where 2m is not viable) apart, these could be marked out with tape.	
Have you identified the places where people find it difficult to avoid one another? So called pinch points (e.g. security entrances, lifts, stairs, lobbies, canteens, toilets, hot desks, walk in chillers).	<input type="checkbox"/> Yes <input type="checkbox"/> No
Consider shift working or the staggering of processes which would enable staff to continue to operate both effectively and wherever possible at a safe distance (2m, or 1m with risk mitigation (where 2m is not viable) from one another.	
Smooth out any 'pinch points to reduce pressure on people	

trying to avoid each other.	
Stagger on-premises hours to reduce public transport use during peak periods; this can provide benefit to employees, businesses and the wider public effort.	
Maintain dedicated work teams (cohorting) and keep the number of members as small as possible.	
Where it is not possible to remain 2 metres apart, employees could work side by side or facing away from each other, rather than face to face. Your assessment needs to think carefully about this type of arrangement and how it can be made to work safely.	
Increase the ventilation within the premises by mechanical or natural means e.g. opening doors and windows.	
<b><u>Takeaway and other food provision- [Applicable/Not Applicable]</u></b>	
Government have now issued <u>further detailed advice</u> which applies to any food preparation or food service setting where food is sold for takeaway or delivery.	
Consider the way food is prepared and by whom.	
Consider limiting your food provision to make workplace Covid-19 controls more effective	
Introduce telephone, email and internet ordering to limit public access to the premises.	
Provide a delivery service to the public to limit access to the premises.	
If a click and collect service is offered, provide a designated collection time for each customer.	
Display a sign/poster at the entrance to remind customers of the rules you have, to protect your staff and them. No one should enter the premises if they have symptoms.	
Provide sanitiser with an alcohol content of at least 60% for customers/staff to clean and disinfect the basket/trolley handle and to sanitise hands.	
<b><u>Retail – [Applicable/Non Applicable]</u></b>	
Have you viewed Government advice to the Retail sector and followed it?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Where the public access the premises introduce control measures to implement the 2m, or 1m with risk mitigation (where 2m is not viable) social distancing.	
Assess the size of the store and its layout, this will enable you to calculate the number of customers who can reasonably follow 2m, or 1m with risk mitigation (where 2m is not viable) social distancing.	
Ensure frequent cleaning and disinfection of shared touch points including hand-held checkout devices, keypads at check out, fridge/freezer handles, escalator and staircase handrails, on site ATMs, trolley and basket handles.	
<b><u>Shop Floor and Till Areas – [Applicable/Not applicable]</u></b>	

Staff may need to act as stewards to advise customers on social distancing.	
Use floor markings inside to facilitate compliance with the social distancing advice of 2m, or 1m with risk mitigation (where 2m is not viable), particularly in the most crowded areas and where queueing is likely.	
Place clear signage throughout the store reminding customers of the social distancing measures and asking them to follow these rules.	
Review the layout of the store to ensure aisles/walkways are as clear as possible to accommodate 2m social distancing, including the removal of promotional fixtures if necessary.	
Consider one-way systems using floor markings and signage to highlight system and direction.	
Make regular announcements to remind staff and customers to follow social distancing advice.	
Erect physical barriers at till points using flexiplastic to provide a barrier for those working on the tills. These should be included in store cleaning programmes.	
If necessary, use staff to manage the flow of customers to checkouts.	
Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.	
Consider limiting the number of customers in enclosed spaces such as lifts.	
Remove promotions and features where customers are likely to congregate, such as product demonstrations.	
To limit congestion, 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.	
Close the premises if it becomes too busy.	
<b>Till, payment and collection areas – [Applicable/Not Applicable]</b>	
Customer order collection points should be set up to ensure the 2m, or 1m with risk mitigation (where 2m is not viable) separation either by floor markings or by limiting the number of customers that can wait at a time.	
Self-checkout touch screens/keypads – If these remain in operation a member of staff must be available to regularly wipe these areas. Ideally between each use.	
Where till points are close together, consider closing every other till point. Assess whether this is also necessary for self-scan tills.	
Customers should not be directly in front of the till operator. Options to control risk include:	
A 'sneeze screen' barrier to protect both customers and the till operator.	
An exclusion zone around the till area with a customer notice 'Please stand behind the line while being served'	

Contactless payments are encouraged.	
Place a sign at the till 'Please use contactless payment if you are able to do so'.	
Contactless payment is available for purchases up to £45	
<b>Outside the store - [Applicable / Not Applicable]</b>	
For any on <a href="#">street signage</a> , businesses should contact the City and fill in <a href="#">this online survey</a> .	
Maintain queue control outside of shops and other essential premises so that the 2m, or 1m with risk mitigation (where 2m is not viable) rule is observed by those waiting in the queue – customers should not be allowed to congregate or loiter.	
Place markings outside the store to assist correct queue spacings.	
Speak to nearby premises to work together to manage possible shared queuing areas.	
Consider whether temporary barriers should be available in case it is necessary to stop people joining a queue.	
Schedule deliveries to avoid crowding in delivery areas.	
Use a colleague to meet customers, explain the social distancing requirements and control the number of customers entering store at any one time. In some circumstances, that colleague may need to be SIA licensed.	
<b><a href="#">A word on face coverings and PPE</a></b>	
There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms.	
<a href="#">Face coverings</a> are therefore not PPE (Personal Protective Equipment is designed to protect the user).	
<b>Offices - [Applicable / Not Applicable]</b>	
Government has produced <a href="#">detailed guidance for people who work in or run offices and similar indoor environments</a> . This document gives practical considerations of how precautions can be applied in the workplace. The guidance is particularly relevant for many City of London premises.	
<b>Coming to work and leaving work</b>	
Objective: To maintain social distancing wherever possible, on arrival and departure and to ensure hand washing upon arrival. Steps that will usually be needed:	
1. 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.	
2. Providing additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible.	
3. Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.	
4. Reducing congestion, for example, by having more entry	

points to the workplace.	
5. Providing more storage for workers for clothes and bags.	
6. Using markings and introducing one-way flow at entry and exit points.	
7. Providing hand washing facilities, or hand sanitiser where not possible, at entry and exit points and not using touch-based security devices such as keypads.	
8. Providing alternatives to touch-based security devices such as keypads.	
9. 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.	
<b>Moving around buildings and worksites</b>	
Objective: To maintain social distancing wherever possible while people travel through the workplace. Steps that will usually be needed:	
1. 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.	
2. Restricting access between different areas of a building or site.	
3. Reducing job and location rotation.	
4. Introducing more one-way flow through buildings.	
5. Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.	
6. Making sure that people with disabilities are able to access lifts.	
7. Regulating use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing.	
<b>Workplaces and workstations</b>	
Objective: To 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, or 1m with risk mitigation (where 2m is not viable) 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:	
1. Review layouts and processes to allow people to work further apart from each other.	
2. Using floor tape or paint to mark areas to help workers keep to a 2m, or 1m with risk mitigation (where 2m is not viable) distance.	
3. 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.	
4. Only where it is not possible to move workstations further apart, using screens to separate people from each other.	
5. Managing occupancy levels to enable social distancing.	
6. Avoiding use of hot desks and spaces and, where not possible, for example, call centres or training facilities, cleaning and sanitising workstations between different occupants including shared equipment.	
<b>Common areas</b>	
Objective: To maintain social distancing while using common areas. Steps that will usually be needed:	
1. Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions, staircases.	
2. Staggering break times to reduce pressure on break rooms or canteens.	
3. Using safe outside areas for breaks.	
4. Creating additional space by using other parts of the workplace or building that have been freed up by remote working.	
5. Installing screens to protect staff in receptions or similar areas.	
6. Providing packaged meals or similar to avoid fully opening staff canteens.	
7. Encouraging workers to bring their own food.	
8. Re-configuring seating and tables to maintain spacing and reduce face- to-face interactions.	
9. Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.	
10. Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.	
11. Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.	
<b>Working from home</b>	
Assess who can do their jobs from home. Give those workers the option to do so.	
Provide guidance to your workers on how to set up a safe home office environment.	
Require workers to complete a self-assessment checklist to ensure they comply with good ergonomic practices	
Appoint a contact person in your business that workers can talk to about any concerns.	
Set up ways to communicate with workers online and communicate with them regularly.	
Provide information to workers about the supports available to them, for example through an employee assistance program.	

